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# CP-IS

## Local Authority

### System Specification

### Baseline

# Document Management

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## Glossary of Terms

Term / Abbreviation	What it stands for
CP	Child protection
CP-IS	Child Protection – Information Sharing service
CPP	Child Protection Plan
CPR	Child Protection Register
CSCS	Children’s Social Care System
CPP/ LAC	Generic term for all child protection plan (including Unborn babies) and Looked After Child information
DfE	Department for Education
DH	Department of Health
Full Care Order	<i>Under Section 31 (of the Children's Act 1989):</i> It allows the Local Authority to share Parental Responsibility for a Child and determine (after consultation) important issues affecting a child. This would include where a child should live and with whom.
HSCIC	Health and Social Care Information Centre (new name for NHS Connecting for Health as from April 1 <sup>st</sup> 2013)
Interim Care Order	<i>Under Section 38 (of the Children's Act 1989):</i> The Court can make an Interim (temporary) Care Order until it has time to consider the case fully and until sufficient evidence has been compiled. A first interim Care Order can last for 8 weeks, and thereafter it can be renewed by the Court every 28 days.
LAs	Local Authority(s)
LAC	Looked After Children For the purposes of the CP-IS project, this will specifically be those children that are subject to a Full, Interim or Voluntary Care Orders.
ODS	Organisation Data Service
PDS	Personal Demographic Service
SCRa	Summary Care Record application
SFT	Secure File Transfer
The ‘Service’	The CP-IS central core component
UCPP	Unborn Child Protection Plan
Validated NHS number	Correctly formed NHS number, e.g. 3 3 4 format, check digit validated
Verified NHS number	Associated to a specific patient
Voluntary Care Order	<i>Under Section 20 (of the Children's Act 1989):</i> Children and Young people can be accommodated with the consent of those with parental responsibility

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# 1 About this Document

## 1.1 Purpose

The purpose of this document is to specify the functional requirements for a children's social care system to support the implementation strategy for the Child Protection Information Sharing Service (CP-IS) in England, delivered by the CP-IS Project Team within the Health & Social Care Information Centre.

It is intended to inform suppliers of children's social care systems of the required functionality to enable a system to share, through submitting and receiving, Child Protection Plan and Looked After Children information (CPP/ LAC).

This document should be read in conjunction with the following specifications (*links in Appendix*) in order to deliver the children's social care system functionality;

- CP-IS Requirements Matrix and Supporting Information Local Authority: v1.0
- CP-IS Domain Message Specification: RC1 (*RC2 to be available in Jul 2013*)
- CP-IS SFT Installation Specification: (*unavailable at time of writing*)
- CP-IS Requirements Specification: v1.4
- Migration Analysis Cleansing Service (MACS) (NHS Number tracing): (*unavailable at time of writing*)
- CP-IS Information Governance: v1.0

The following documents will also be available to support end to end, CP-IS service functionality;

- CP-IS Service System Specification v1.0
- CP-IS NHS System Specification v1.0

Additionally there the following documents available on request, which are the collated catalogues of the various tables and diagrams outlined within this document;

- CP-IS Use Case Overview: v1.0
- CP-IS Message Descriptions: v1.0
- CP-IS Message Performance: v1.0

## 1.2 Content

This document comprises the following sections / topics.

- background
- P-IS Objectives
- requirements and Matrix, specific to the children's social care system
- use Cases and Scenarios
- system and Message functionality

Within this document, the requirements are explicitly listed within tables. Within the Requirements Matrix, the previous CP-IS Requirements Specification references are also included. Additional documentation and guidance are contained within each section.

The following use of terminology should be interpreted as such;

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- Where the term **MUST** is used the requirement is mandatory
- Where the term **SHOULD** is used the requirement is optional but recommended
- Where the term **MAY** is used the requirement is optional.

## 2 CP-IS Objectives

### 2.1 Objectives

The primary objectives of the CP-IS service are outlined below;

- Make CPP/ LAC information held in social care systems available across England to unscheduled healthcare professionals to support child protection decision making.
- Ensure availability and processing of CPP/ LAC information is delivered in a uniform and secure manner across all unscheduled care in England.
- Improve timeliness, efficiency of delivery and quality of CPP/ LAC information available to clinicians
- Do not inform Local Authorities and NHS healthcare workers as to whom, when and where within NHS organisations, the child's status had been seen viewed. By default, this will imply that the child had previously been seen within an NHS unscheduled care setting
- Automate the distribution of information from children's social care teams to unscheduled care setting organisations within the NHS.

### 2.2 Scope

The full scope of the work to support the child protection solution includes the development of all the following functionality, as outlined below;

1. Children's Social Care Systems:
  - Collation of CPP/ LAC information and submitting this to the CP-IS Service
  - Management of file validation responses, access history event information and inactive NHS number notifications provided to children's social care systems
2. CP-IS Service:
  - Core CPP (including unborn babies) and LAC information (receipt, process, store, display)
  - Creation of file validation responses, and inactive NHS number notifications provided to children's social care systems
  - Creation of access history event information provided to NHS healthcare workers and to the Local Authority
  - Provision of a mechanism to allow CPP/ LAC information to be transmitted between CP-IS and children's social care systems
  - Provision of functionality to support NHS healthcare workers access the CPP/ LAC information from within unscheduled care settings
3. Unscheduled Care Setting System:
  - Provision of the mechanism to enable the query of what, if any CPP/ LAC information may exist

## 2.3 Future Considerations

Although not included as requirements, and therefore out of scope for this immediate programme of work, design for the future should be considered, including;

- the development of the CP-IS service to support the storage of episodes of care and the capture of reasons for child protection concern from a clinical perspective
- provision of access to the CP-IS service by other NHS systems in other care settings
- remote access of and to the CP-IS, e.g. health visitors
- additional reporting functionality

## 3 Background

### 3.1 Introduction

The Coalition Programme for Government states that "we need to... take action to protect children". The Government reinforced its commitment to child protection on 10 June 2010 in announcing an independent review to be conducted by Professor Eileen Munro. A key focus of that review will be on improving the interaction between professionals dealing with children in different sectors, including health.

All NHS organisations have a statutory duty under section 11 of the Children Act 2004 to make arrangements to safeguard and promote the welfare of children. As a provider of both universal and targeted services, the role of the NHS in child protection is to identify children at risk of or actually being abused, and to refer them to children's social care. Sharing information is a key part of effectively protecting children.

Currently, the NHS is failing to deliver a high enough level of protection to children who present in unscheduled care settings. The primary cause for this is lack of information on which to form a clear assessment of the child's risk of abuse or neglect.

One of the key findings in past serious case reviews is that abusive and neglectful parents tend to mask this through moving around between different healthcare services. 50% of children in such cases were known to social services at the time of their injury or death, including 29% with a current or previous Child Protection Plan (CPP). More detailed analysis of 40 cases from 2005-07<sup>1</sup> showed that 45% had previously attended Emergency Departments (ED), and 45% had had frequent house moves for which geographically varied unscheduled encounters would be a marker. Yet most information on child protection is held locally and is not shared between providers or nationally.

Since 1 April 2008, Child Protection Registers have been replaced by the children's social care systems, implemented by each Local Authority (LA) in line with a national specification issued by the previously named Department of Children Schools and Families (DCSF). These include functionality to create and maintain a CPP for those children assessed as being at particular risk. Anecdotally there are various methods by which this is achieved: some LAs provide a list on CD or paper on a weekly basis, while some ED contact LAs if a child presents and they have concerns.

It is important to note that an ED team will not be presented automatically with information about CPPs – they will have to make an active decision to check a list or register or to contact the LA. There is not a one-to-one relationship between ED and LAs, so a given ED could expect to check CPP information from several LAs (and even then could not guarantee to find a child.)

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<sup>1</sup> *Understanding Serious Case Reviews and their Impact – A Biennial Analysis of Serious Case Reviews 2005-07, DCSF, June 2009*

It is not clear whether any ED have direct access to Children's Social Care systems and are able to see children with CPPs. DH was advised by DSCF that such access would not be permitted, although the reasons for this were not clear. Even if access was allowed, each ED would potentially have to check more than one system to find the relevant child.

## 3.2 Assumptions

The following assumptions about the CP-IS service end to end solution are outlined below;

<b>CP-IS Assumptions</b>	
<b>Children's Social Care Services and Systems</b>	
1	Children's social care systems will not require PDS or Spine integration and therefore no Common Assurance Process will be required for Local Authorities and their suppliers, although some integration testing will be needed to ensure files are correctly accepted
2	Local Authorities will have access to the N3 network either directly, via GCSx or via the Public Network Service
3	All Local Authorities will be identifiable by their Organisational Data Service (ODS) code.
4	Children's social care systems will be able to receive and manage the workflow of acknowledgement and validation responses and also Access to the Service responses.
5	Children's social care systems will be able to supply all the necessary CPP/ LAC information as required.
6	The CPP/ LAC information that is shared will only be Start Date/ End Date information to indicate that a CPP exists, and/ or, that the child is a Looked After Child, and not the full details of either of these pieces of information.
7	Local Authorities will use the NHS number as the key identifier when sharing information with the NHS.
8	Only the Local Authority will be able to update the child protection information status within the CP-IS service.
9	CPP information for unborn babies will be stored on the mother's record.
10	Only children up to the age of 18years & 365 days will be included within the scope of CP-IS.
<b>Spine Service Management</b>	
11	All existing Spine service management agreements will be maintained and continued. Programme & Project Management, Testing and Acceptance, Implementation Services, Design & Development, Business Change Management & Change Control, Operational Support, Architecture and Technical Requirements, Business Continuity/ Disaster Recovery, Helpdesk, Standards, Audit, Data Quality and Data Quality Management.
12	With regards to Spine Service Level Agreements, these will be subject to existing arrangements.
13	Whilst it will be a target for the CP-IS provider to meet the existing Spine Service SLAs, there will be no penalties with regards to breaches of these SLAs. In return it is expected that weekly and monthly performance reporting of the CP-IS service will be made available to the Service Management teams within HSCIC.
<b>Access to the Service</b>	
14	Access to the CPIS service will be available to NHS healthcare workers (decided locally) via the SCRa.
15	Continual development of SCRa 1-Click functionality will look to address how access to CP-IS can be supported via this mechanism
16	Access to the CPIS service will be available to NHS healthcare workers (decided locally) via integrated messaging
17	NHS systems will provide a verified NHS number to query the CP-IS service
<b>Child Protection - Information Sharing Service</b>	
18	Where Subject Access Requests following the merge of a record are received, the information requested would only be pertinent for the single NHS Number requested, and there will be no requirement on the CP-IS service to link NHS Numbers.
19	Merged records will be handled by the NHS National Back Office, but not to directly update CP-IS.

## 4 Functional Requirements

### 4.1 Overview

The sharing of CPP/ LAC information through a national system would offer practitioners in unscheduled care settings prompt and easy access to relevant information for a child that may help in the decision making processes to identify and act on risks in a timely way.

With the CP-IS service, capturing details about whom, when and where the CP-IS service had been accessed would also imply;

- clinical encounter had taken place;
- the viewing of the CPP/ LAC would indicate that those children with CPP/ LAC information had been seen within a clinical setting

The intention for the CP-IS Project is to help shape how a national child protection information sharing service will support and improve child protection and safeguarding for these specific group of vulnerable children in unscheduled healthcare settings, by increasing the essential information available to health professionals.

It is expected that the CP-IS service will utilise the Summary Care Record application (SCRa) as one of the means to display the child protection information. In addition however, the CP-IS service will also be available to have the information made directly available from within unscheduled care setting systems.

It will be a decision at a local level within each unscheduled care setting as to who will be able to access the CPP/ LAC information and via what mechanism.

## 4.2 Overarching Principles and Requirements

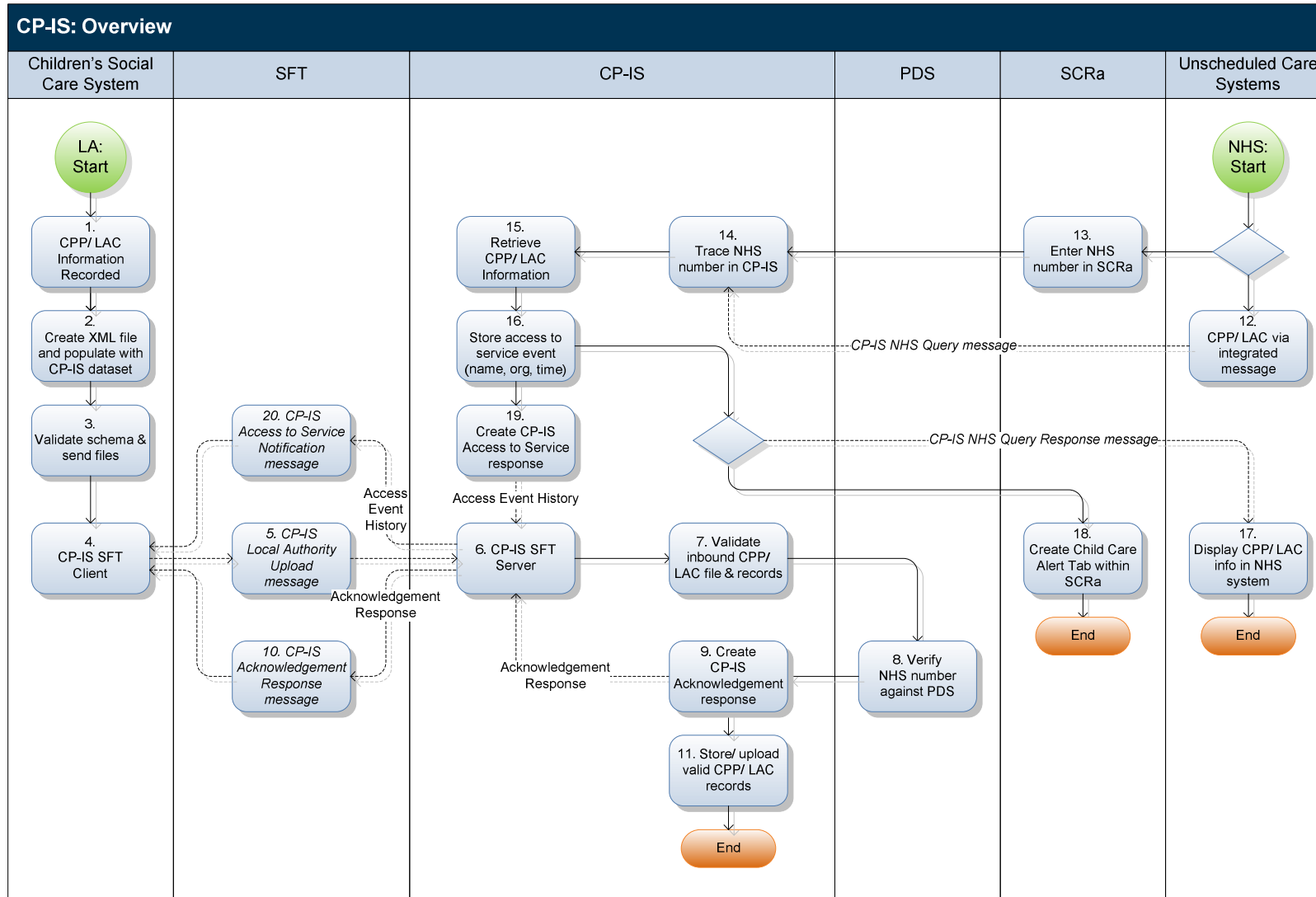
The high level principles outlined below, support the CP-IS service development and should be considered the starting place for what the service will help to support and deliver;

Ref	Overarching Principles
CPHP001	The Service must support the sharing of the CP-IS dataset <sup>2</sup> between Local Authorities and NHS systems and be available from across the whole of England.
CPHP002	When a child presents to an Unscheduled Care setting there must be appropriate systems in place so that staff can easily tell if the child is, or was, the subject of a CPP.
CPHP003	When a child presents to an Unscheduled Care setting there must be appropriate systems in place so that staff can easily tell if the child is, or was, a Looked After Child
CPHP004	The Service must enable the holding of information against the mother's record if her unborn child has a CPP.
CPHP005	The Service must not substantially increase an NHS healthcare worker's workload nor disrupt operation of clinical practice and should be as efficient as or more so than the existing process.
CPHP006	Anyone within Unscheduled Care, authorised to care for a child, should have access to all data defined in these requirements.
CPHP007	The Service must not allow non NHS staff access to the information contained in the CP-IS dataset unless they are providing NHS services through NHS contracts to third parties that involve care of the child. This will be on the assumption that access controls have been properly implemented by the NHS.
CPHP008	The Service must support access to the CPP/ LAC information from Unscheduled Care Settings; <ul style="list-style-type: none"> <li>- Accident and Emergency</li> <li>- Urgent care in general practices</li> <li>- GP Out of hours care</li> <li>- Minor injuries units</li> <li>- Walk in centres</li> <li>- Ambulances Services (inc. Isle of Wight PCT)</li> <li>- Direct ward admittance</li> <li>- Maternity</li> </ul> This will also be dependent on HSIC roll out and access authorisation
CPHP009	Access to the CP-IS service is to be locally determined in conjunction with, CPHP006 - Anyone within Unscheduled Care, caring for a child requiring access.
CPHP010	The service should be available 24 hours a day, 365 days a year, operating at 99.90% availability.
CPHP011	The keywords Must, Should and May are to be interpreted as described: <ul style="list-style-type: none"> <li>• MUST: The definition is an absolute requirement of the specification.</li> <li>• SHOULD: The definition means that although the requirement should be met, it is acknowledged that it does not have to be, and may indeed be an optional service enhancement.</li> <li>• MAY: The definition means that the requirement is truly optional</li> </ul>

<sup>2</sup> See CP-IS Requirements & Supporting Information\_3.CP-IS Dataset

### 4.3 CP-IS Overview

This high level process provides an overview of how the process of information will flow between systems.



### 4.3.1 CP-IS Overview

The following process description detail the steps taken with the process overview as outlined in the previous page.

Step	Process Description
1.	CPP/ LAC information will be recorded locally. The NHS number should be captured from the NHS healthcare worker involved with the child.
2.	The children's social care system identifies the CP-IS dataset items within the child's local record and creates the CP-IS Local Authority Upload message. Periodically a batch file containing these XML messages will be created
3.	The CP-IS Local Authority Upload message should be validated against the message schema defined for this message type
4.	The children's social care system submits the message to the SFT Client.
5.	The CP-IS Local Authority Upload message batch file is sent via the SFT Client to the SFT server. Go to step 6.
6.	From step 5: CP-IS Local Authority Upload message batch file retrieved by CP-IS SFT Server. Go to Step 7. From step 9: CP-IS Acknowledgement Response message batch file submitted by CP-IS SFT Server. Go to Step 10. From step 20: CP-IS Access to Service Notification message batch file submitted by CP-IS SFT Server and then retrieved by the SFT client within the children's social care system
7.	Validate CP-IS Local Authority Upload message.
8.	Verify NHS number(s) against PDS using NHS number(s), Family and Given Name and Date of Birth.
9.	Outcome of validation and NHS number verification, to be captured in CP-IS Acknowledgement Response message, detailing successful and unsuccessful uploads to CP-IS. Go to step 6
10.	CP-IS Acknowledgement Response message batch file submitted via SFT server and available for retrieval by SFT client, within the relevant children's social care system.
11.	Successful uploads to result in CPP/ LAC information uploaded to CP-IS and available for retrieval by NHS systems. Process Ends.
12.	CP-IS NHS Query message may be submitted directly or via Mini ITK Service to CP-IS, once NHS number has been found locally.
13.	SCRa may be used, to trace child patient, retrieving the relevant child's NHS number.
14.	A trace of CP-IS is undertaken on receipt of CP-IS NHS Query message or via SCRa where relevant activity code is provided.
15.	CP-IS will retrieve CPP/ LAC information.
16.	Access event details will be captured (NHS healthcare worker, NHS organisation, date/ time), when a successful trace of CP-IS is undertaken.
17.	A CP-IS Query Response message will be returned to the relevant NHS system confirming CPP/ LAC information where this exists, including any access event history.
18.	SCRa will create a Child Care Alert tab, displaying any CPP/ LAC information including any access event history.
19.	Access event details will be captured within the CP-IS Access to Service Notification message.
20.	CP-IS Access to Service Notification batched messages submitted via SFT server and available for retrieval by SFT client, within the relevant children's social care system.

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## 5 Children's Social Care System Requirements

The children's social care system requirements<sup>3</sup> are defined in to 2 main areas of functionality

- Sending Requirements
- Receiving Requirements

The children' social care systems, will be responsible for extracting, collating and sending Child Protection Plan (CPP) and Looked After Child (LAC) information, to the CP-IS service. Further to this, will be the handling of the information returned back from the CP-IS service.

Specific CPP/ LAC information held locally within the children's social care system will be the information used to update the CP-IS service, and subsequently, the information which will be available for retrieval by NHS systems, either via the Summary Care Record application or via integrated messages direct into the NHS systems.

Files containing CPP/ LAC information will be created by the children's social care system containing the CP-IS dataset for each relevant child, and then securely submitted to the CP-IS service.

The children's social care system will need to be able to manage the receipt of acknowledgement responses, sent from the CP-IS service, including details of where;

- successful upload to the service has occurred (and therefore CPP/ LAC being available for display or retrieval by NHS systems)
- n unsuccessful upload to the service has occurred (and associated reason)

In both circumstances the responses will be returned to the children's social care system that provided the initial CPP/ LAC information.

In addition to the acknowledgement responses, the service will also send the children's social care system details of which NHS users had accessed the CP-IS information, and also when any CPP/ LAC information maybe out of date as a result of a replaced NHS number.

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<sup>3</sup> See *CP-IS Requirements Matrix & Supporting Information\_5.CP-IS Requirements*

## 6 CP-IS Send Requirements

The sending requirements to support the uploading of CPP/ LAC information to the CP-IS service include the details about what the actual CPP/ LAC information will be.

Prior to implementation it will be a pre-requisite that the children's social care system and the associated Local Authority will have access to send CPP/ LAC information via the intended CP-IS Secure File Transfer mechanism. Until access to this communication channel has been completed, then no uploads of CPP/ LAC information will be possible.

Req Id	Description	Type	Priority
CP-SC004	The presentation of any date & times associated with CPP/ LAC information must be in a standardised format, e.g. DD/MM/YYYY and HH/MM/SS.	Send to CP-IS	MUST
CP-SC005	The children's social care system must be able to send current and up to date CPP/ LAC information as outlined in the CP-IS dataset, using the CP-IS Local Authority Upload message. Sending of CPP/ LAC information will be undertaken; - as an initial upload of all CPP/ LAC information for each child - as subsequent upload of all CPP/ LAC information for each child - as subsequent updates of all CPP/ LAC information where a child's CPP/ LAC status has changed	Send to CP-IS	MUST
CP-SC007	Where an 'Office Hours' telephone number is available locally, this should be included in the CP-IS Local Authority Upload message, in addition to the 'Out of Hours/ Emergency' telephone number. This will assist NHS healthcare workers to easily identify where to contact in non emergency/ office hours circumstances, and will specifically be useful where a child has presented in out of area settings.	Send to CP-IS	SHOULD
CP-SC008	Any update to a CPP/ LAC data item locally within a local record should be easily identifiable.	Send to CP-IS	SHOULD
CP-SC009	Where there is any update to a CP-IS dataset item held locally within the children's social care system, this must trigger the creation of a new CP-IS Local Authority Upload message (replacing what is held within the CP-IS service). E.g. the addition of an End Date to a CPP. Any update to a local record that is not a CP-IS data item, should not trigger the creation of a new CP-IS Local Authority Upload message, e.g. updated assessment information, change of address etc	Send to CP-IS	MUST
CP-SC010	Any update to a CPP/ LAC data item within a local record should easily identify locally who updated the CPP/ LAC information.	Send to CP-IS	SHOULD
CP-SC014	The children's social care system must allow the sending of CPP/ LAC information, to be switched on and off, at the discretion of the Children's Social Care Team. This will be managed by end point enabling/ disabling. Where this occurs, the CP-IS Owner (Health & Social Care Information Centre), must be informed by the Local Authority management team, that the functional capability to send CPP/ LAC information has been switched off.	Send to CP-IS	MUST

CP-SC015	It must be possible to identify within the children's social care system, the appropriate child record that will have their CPP/ LAC information sent to the CP-IS service. E.g. by having an active CP-IS status associated to the local record within the children's social care system.	Send to CP-IS	MUST
CP-SC016	The children's social care system must ensure that any files sent are sequential and are uniquely identifiable.	Send to CP-IS	MUST
CP-SC025	Only authorised Local Authority end-points must be permitted to connect to the service. The mechanism for doing so may vary between systems that consume web-services to those that submit Local Authority data.	CP-IS IG	MUST

## 6.1 NHS Number

Req Id	Description	Type	Priority
CP-SC001	The children's social care system must use a validated NHS number as the unique identifier to send CPP/LAC information.	Send to CP-IS	MUST
CP-SC003	The children's social care system can use the NHS Spine PDS service to verify NHS numbers prior to any submission to the CP-IS service.	Send to CP-IS	MAY

The NHS number will be used as the main identifier for each child where CPP/ LAC information is submitted to the service. It will be necessary for the children's social care teams to provide a validated NHS number when submitting CPP/ LAC information to the CP-IS service.

To ensure that the NHS number is the correct number for a child, the CP-IS service will undertake the responsibility for verifying that the number provided is the right one. Only verified NHS numbers will be used to store the CPP/ LAC information.

### 6.1.1 Initial NHS Number Load

For each Local Authority, support will be provided by HSCIC in obtaining the NHS numbers for the initial load of all the children where their CPP/ LAC information will be intended to be sent to the CP-IS service.

This will be a managed service prior to any submission of CPP/ LAC information with a specific Migration Analysis Cleansing Service (MACS) document to be provided, (*unavailable at the time of writing*), but essentially using the demographic information of all the relevant children and securely providing the NHS number for each of those children.

### 6.1.2 Operational Use of NHS Number

Once the CP-IS service has been implemented, and all relevant CPP/ LAC information has been uploaded, then for any subsequent cases where new CPP/ LAC information is to be submitted, there will be a need for NHS numbers to be captured and used, which can be obtained via one of the following channels;

- Manual acquisition from NHS healthcare workers involved locally with the care of the child. This NHS number provided by the NHS healthcare worker will be entered locally by the children's social care worker
- Demographic Batch Service (DBS) which when implemented locally will support the electronic submission and response of a child's verified NHS number. This can be used to support any service user's records locally
- NHS Spine Personal Demographic Service (PDS) and real time trace and update of NHS numbers

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It is anticipated that the main route for acquiring the NHS number locally will be through conversations with the NHS healthcare worker, and it should be noted that with DBS or PDS access there is associated compliance and assurance required.

## 6.2 Secure File Transfer Mechanism

Req Id	Description	Type	Priority
CP-SC006	<p>Any update to a CPP/ LAC data item within a local record must automatically (and without manual intervention) trigger the creation of a CP-IS Local Authority Upload message, in order for this to be sent to the CP-IS service within 12hours of the original change being made.</p> <p>It is anticipated that the SFT client provided, will be embedded within the children's social care application, and upon creation of the CP-IS Local Authority Upload message will automate the transmission of the CPP/ LAC information via the SFT mechanism to the CP-IS service.</p>	Send to CP-IS	MUST

As part of the CP-IS service, a dedicated Secure File Transfer (SFT) client will be available to each Local Authority, being responsible for the transmission of the following messages between children's social care systems and the CP-IS service, (as outlined within the CP-IS Domain Message Specification;

Message	Sent From	Received By
CP-IS Local Authority Upload	Children's social care system	CP-IS
CP-IS Acknowledgement Response	CP-IS	Children's social care system
CP-IS Access to Service Notification	CP-IS	Children's social care system
CP-IS Inactive NHS Number	CP-IS	Children's social care system

Further guidance on the SFT mechanism will be available from the CP-IS SFT Installation Guidance document, (*unavailable at the time of writing*).

## 6.3 Dataset

The CP-IS dataset will be the core information provided by the children's social care system to the CP-IS service and used to populate the CP-IS service, and ultimately displayed to NHS users.

The children's social care system must include all the mandatory data items as per the CP-IS Local Authority Upload message, which will be used to populate the CP-IS service. Any changes locally within the children's social care system to these items, should therefore trigger the creation of a new CP-IS Local Authority Upload message being sent to CP-IS.

The CP-IS dataset, to be sent for each child is outlined in the table below;

Data Item	Format
NHS Number	3 3 4 format (Numerical )
Local Authority Child Identity Number	Text
Given Name	Text
Family Name	Text
Date of Birth	DD/MM/YYYY
Source Organisation Name	Text
Source Organisation Code	Alpha Numeric
Source Organisation Emergency Duty Telephone Number	Numerical
Source Organisation Office Hours Telephone Number	Numerical
CPP Start Date	DD/MM/YYYY
CPP End Date	DD/MM/YYYY
CPP Delete Date	DD/MM/YYYY
Looked After Child Start Date	DD/MM/YYYY
Looked After Child End Date	DD/MM/YYYY
Looked After Child Delete Date	DD/MM/YYYY
Unborn Child CPP Start Date	DD/MM/YYYY
Unborn Child CPP End Date	DD/MM/YYYY
Unborn Child CPP Delete Date	DD/MM/YYYY

The exceptions to what will be sent to the NHS systems (from the CP-IS dataset) within the CP-IS NHS Query Response message are outlined below;

- Local Authority Child Identity Number (*this will only be seen by the LA in messages sent by CP-IS to the children's social care system, if this had been initially provided*)
- Given Name (*will only be used to validate the child's NHS number against PDS*)
- Family Name (*will only be used to validate the child's NHS number against PDS*)
- Date of Birth (*will only be used to validate the child's NHS number against PDS*)
- Delete Date (*will only be used by the CP-IS service to completely remove the CPP/ LAC data item from retrieval*)

## 6.4 Identified Children

CP-IS will support the recording and sharing of CPP/ LAC information for the following group of children (defined as being younger than 17yrs and 365 days);

- are currently subject to having a Child Protection Plan
- are currently subject to having an Unborn Child Protection Plan
- are currently subject to being a Looked After Child, specifically however, only those children who are being cared for under the following sections of the Children's Act 1989;
  - Full Care Order (Section 31)
  - Interim Care Order (Section 38)
  - Voluntary Care Agreement (Section 20)

It should be noted that if any CPP/ LAC information is submitted for a child, older than 18yrs and 365 days, that individual's CPP/ LAC information will not be available to view by the NHS systems, as they will only search the CP-IS service for those children with a maximum age of 18 yrs and 365days. This upper limit is the 17yrs and 365 days, plus the 365 days to accommodate the viewing of End Date information of a year.

## 6.5 Uploading Information

CPP/ LAC information will be uploaded to CP-IS under the following circumstances;

- *Initial Upload:* All bulk upload of all children's CPP/ LAC information per Local Authority. DfE figures as at 31<sup>st</sup> March 2012 indicate that on average, each Local Authority will have; 282 Child Protection Plans, 6 Unborn Child Protection Plans and 391 Looked After Children.
- *New CPP/ LAC Information:* Where a child has not had their information submitted to CP-IS previously or recently.
- *Updates to CPP/ LAC Information:* Where an existing child's CPP/ LAC information is updated locally (including the submission of delete requests)

## 6.6 Resubmission of Uploads

Req Id	Description	Type	Priority
CP-SC017	The children's social care system should resubmit a CP-IS Local Authority Upload file if no CP-IS Acknowledgement Response has been received for a CP-IS Local Authority Upload message. This should be sent if no CP-IS Acknowledgement Response message is received within 15hrs of the initial CP-IS Local Authority Upload message being submitted to the CP-IS SFT client.	Send to CP-IS	SHOULD

In addition to any local development of functionality to support the handling of acknowledgement responses, consideration should be given to the notification to users when expected acknowledgment responses are not received, and further to this, the potential for the development to automate resubmissions of CPP/ LAC information back to the CP-IS service.

Without receipt of acknowledgements from CP-IS within the local system, what is actually held within the CP-IS service will not actually be known to the end user.

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## 6.7 Updates to the CP-IS Service

Upon retrieval of the CPP/ LAC information from CP-IS only the last record uploaded will be available for retrieval and display to the NHS user.

Where there is an update to a child's record within the children's social care system, this information will be used to replace what's stored within the CP-IS service.

Only the children's social care system submitting uploads to the CP-IS service will have the capability to make any changes to the CP-IS dataset uploaded and ultimately displayed to the NHS users. This will mean that any inaccuracies of the data submitted to the CP-IS service will require the children's social care system to provide new uploads to amend the CPP/ LAC information stored.

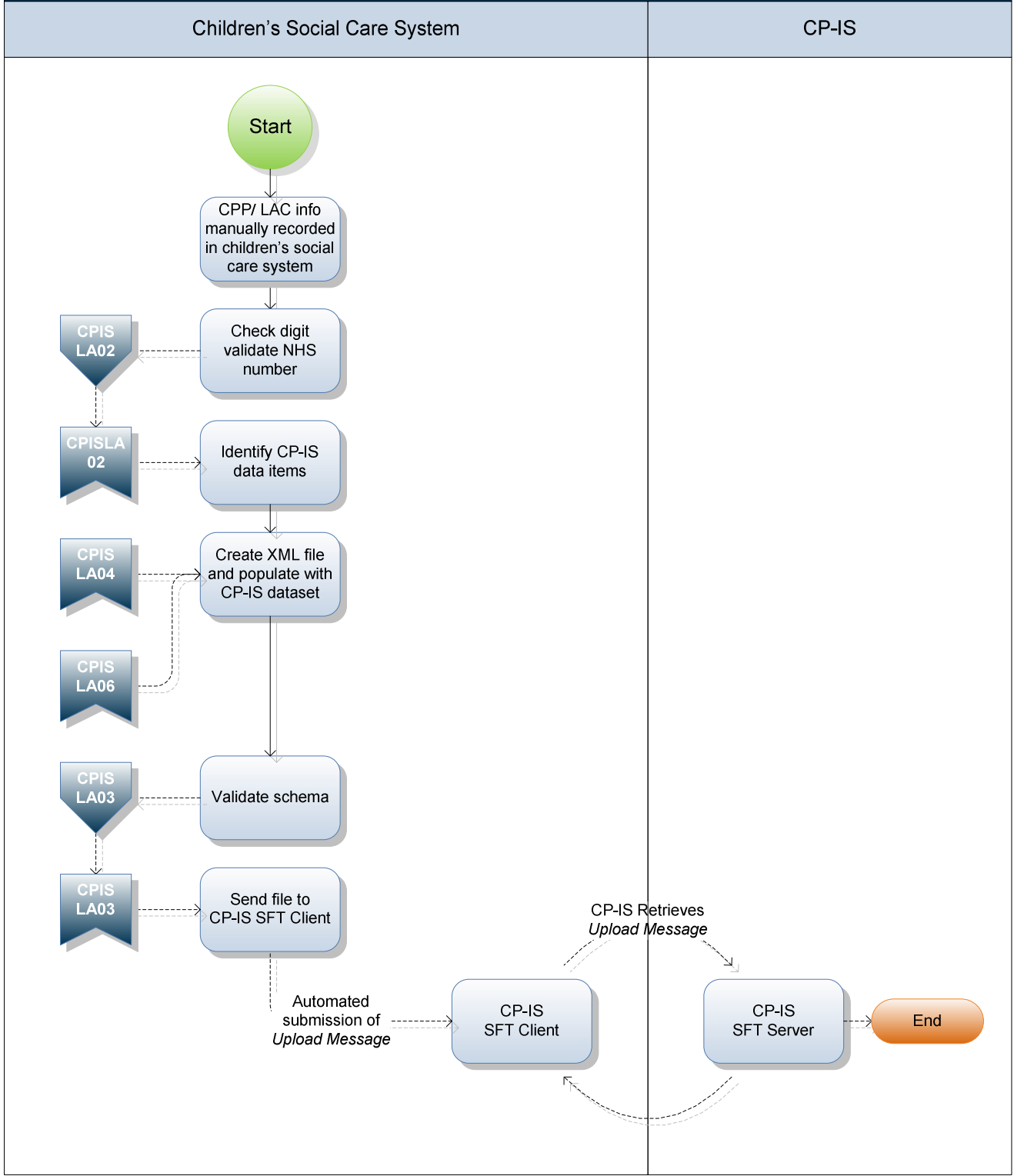
Further to this, to ensure the quality of data held within the CP-IS service, any closing of child protection plans locally should always be end dated to ensure that the CPP/ LAC information is eventually unavailable for retrieval from the CP-IS service. If no end date is received the CPP/ LAC information will remain indefinitely on the CP-IS service.

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## 6.8 Use Case LA01: Local Authority Upload

Ref:	CPIS_LA01
Name:	Local Authority Upload
Description:	This use case outlines the children's social care system's identification and extraction of the appropriate CP-IS dataset from within the social care record, and the subsequent submission of the CPP/ LAC information to the CP-IS service via SFT.
Outline Diagram:	

# CPIS\_LA01: Local Authority Upload



Actors:	<ul style="list-style-type: none"> <li>• Children's Social Care System</li> <li>• Secure File Transfer</li> <li>• CP-IS Service</li> </ul>
Pre-conditions:	<ul style="list-style-type: none"> <li>• Children's social care system has SFT client installed</li> <li>• NHS number has been made available to the social care worker and recorded locally</li> </ul>
Post-conditions:	The CPP/ LAC information will be submitted to the CP-IS service in anticipation the CPP/ LAC information will be available for retrieval by NHS systems and

	displayed to NHS users
Steps:	<ol style="list-style-type: none"> <li>1. Social care worker updates a child's local record. <ol style="list-style-type: none"> <li>1.1 NHS number to be recorded in the children's social care system</li> <li>1.2 Social care system performs an NHS number check digit validation</li> </ol> </li> <li>2. Children's social care system identifies the relevant CP-IS dataset items that have been added or updated. <ol style="list-style-type: none"> <li>2.1 Children's social care system creates the CP-IS Local Authority Upload message using the CP-IS dataset items that have changed.</li> <li>2.2 Where there are changes locally, that are not part of the CP-IS dataset, there is no requirement for a new CP-IS Local Authority Upload message to be created</li> <li>2.3 Children's social care system validates the schema to ensure the relevant mandated items are included within the message</li> </ol> </li> <li>3. Children's social care system submits the CP-IS Local Authority Upload message to SFT client (which can be embedded and called from within the local application). <ol style="list-style-type: none"> <li>3.1 Submission to CP-IS &lt;12hrs from the initial local system update by the social care worker</li> </ol> </li> <li>4. The CP-IS Local Authority Upload message is retrieved by the CP-IS service within 12hours from the information being captured locally.</li> </ol>
Associated Use Cases	<ul style="list-style-type: none"> <li>• CPIS_LA02: Local Authority NHS Number Check Digit Validation</li> <li>• CPIS_LA03: Local Authority Schema Validation</li> <li>• CPIS_LA04: Local Authority Acknowledgement Response</li> <li>• CPIS_LA06: Local Authority Inactive NHS Number</li> </ul>
Walkthrough:	<p>Following a case review for a child, a child protection plan is created, with the social care worker recording the child protection plan details locally in to their children's social care system.</p> <p>The NHS number for the child has been provided previously by the NHS healthcare worker involved in previous multi-disciplinary team discussions about the child.</p> <p>Upon completion of updating the social care record for the child, the children's social care system automatically identifies the CP-IS dataset, and creates the CP-IS Local Authority Upload message, without any further manual intervention by the children's social care worker.</p> <p>The child protection information is automatically submitted to the CP-IS service via the SFT mechanism.</p>

## 6.9 Upload Message Description

Outlined below is the message description of the CP-IS Local Authority Upload message in relation to uploading CPP/ LAC information to the CP-IS service.

<b>Local Authority Upload Message</b>	
Sent From	Children's Social Care System
Sent To	Child Protection Information Sharing system via SFT
Content	<ul style="list-style-type: none"> <li>• <i>NHS Number</i></li> <li>• Local Authority Child Identity Number</li> <li>• <i>Given Name (not stored, only used for NHS number verification)</i></li> <li>• <i>Family Name (not stored, only used for NHS number verification)</i></li> <li>• <i>Date of Birth (not stored, only used for NHS number verification)</i></li> <li>• <i>Source Organisation Name (Children's Social Services Local Authority)</i></li> <li>• <i>Source Organisation Telephone Number Details</i></li> <li>• <i>Source Organisation Code (ODS)</i></li> <li>• <i>CPP Start Date (at least one start date must be included)</i></li> <li>• CPP End Date</li> <li>• CPP Delete Date</li> <li>• <i>Unborn CPP Start Date (at least one start date must be included)</i></li> <li>• <i>Unborn CPP End Date (must be provided if there is a start date provided. This will be the due date of the baby)</i></li> <li>• Unborn Delete Date</li> <li>• <i>Looked After Child Start Date (at least one start date must be included)</i></li> <li>• Looked After Child End Date</li> <li>• Looked After Child Delete Date</li> </ul> <p>Mandated items in <i>italics</i> as detailed in the CP-IS Domain Message Specification</p>
Frequency	<12hrs of the initial CP-IS Local Authority Upload message being submitted to SFT. To be provided when a CP-IS dataset item within a local child's record is added or updated, and subsequently made available for CP-IS to retrieve via SFT.
Outcome	Will update CP-IS service with the latest CPP/ LAC information, replacing any previous CPP/ LAC record where this may exist.
Expected Response	A CP-IS Acknowledgement message batch file, < 14hours after initial CP-IS Local Authority Upload message being submitted to CP-IS via SFT. If the CP-IS Acknowledgement message batch file is not received <15hrs of the initial CP-IS Local Authority Upload message, then a resubmission of the CP-IS Local Authority Upload message batch file should be considered.

## 6.10 Upload Message Performance

Outlined in the table below are the expected performance levels for the uploading of CPP/ LAC information to the CP-IS service. The timings outlined below indicate the maximum timescales that the processing of messages should undertake, and it is hoped that in reality these timings are much quicker than outlined here.

<b>IS Local Authority Upload message</b>				
Step	Description	Responsibility	Performance	Scenario (Max time period)
1	Enter CPP/ LAC manually	Local authority	< 12hrs from CPP/ LAC information being entered locally	<i>Local update at 08:30:00 on 01/03/2013</i>
2	Create <i>CP-IS Local Authority Upload message</i>	Children's social care system		
3	Submit to SFT Client			
4	Send to SFT Server	CP-IS		<i>Send to SFT by 20:30 on 01/03/2013</i>
5	Retrieve from SFT Server	CP-IS	< 60mins	<i>Process message by 21:30 on 02/03/2013</i>
6	Process <i>CP-IS Local Authority Upload message</i>			
7	Resubmit <i>CP-IS Local Authority Upload message</i>	Children's social care system	< 60mins after expected Create Acknowledgement Response due	<i>Resubmit message by 23:30 on 02/03/2013</i>

## 6.11 NHS Number Check Digit Validation

Req Id	Description	Type	Priority
CP-SC002	The children's social care system should undertake NHS number check validation, to ensure NHS numbers entered locally are valid NHS numbers. The actual verification of the NHS number (to confirm the NHS number received is the correct child) will be the responsibility of the CP-IS Service, upon receipt of the CP-IS Local Authority Upload message.	Send to CP-IS	SHOULD

When entering the NHS number locally, a check digit validation should be undertaken to ensure that the NHS number entered locally, is formed correctly.

This validation will *not* confirm that the right patient and their demographics are correct, only that the number is a valid one. This will reduce the number of record validation responses being returned as a result of the NHS number being incorrect when it reaches the CP-IS service for verification.

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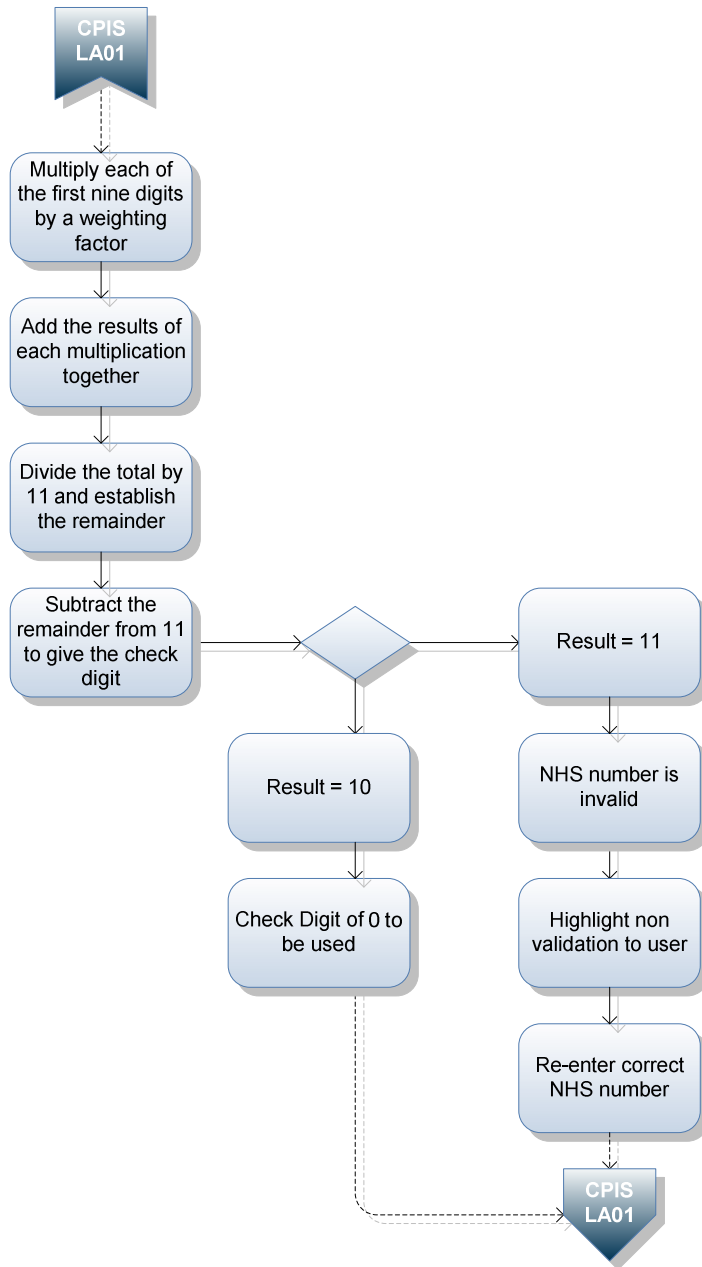
## 6.12 Use Case LA02: NHS Number Check Digit Validation

Ref:	CP-IS_LA02
Name:	Local Authority NHS Number Check Digit Validation
Description:	<p>This use case outlines the validation of an entered NHS number into the children's social care system.</p> <p>To note: this will not verify the correct NHS number for a patient only that the NHS number entered is a correctly formed NHS Number.</p>
Outline Diagram:	

# CPIS\_LA02: Local Authority NHS Number Check Digit Validation

## Children's Social Care System

Valid New NHS Numbers are 10 digit numbers, where the final digit is a check digit calculated according to the following 'Modulus 11' algorithm:



Actors:	<ul style="list-style-type: none"> <li>Children's Social Care System</li> </ul>
Preconditions:	<ul style="list-style-type: none"> <li>An NHS number is entered within the children's social care system</li> </ul>
Post conditions:	<ul style="list-style-type: none"> <li>The children's social care system will identify to the user when an NHS number entered is incorrectly formed and therefore not a correct NHS number</li> </ul>
Basic Flows:	<ol style="list-style-type: none"> <li>A children's social care worker updates a record within the children's social care system with an NHS number.</li> <li>When the NHS number is entered, a check digit validation is undertaken by the children's social care system against the provided NHS number               <ol style="list-style-type: none"> <li>If successful the NHS number is used to populate the local record</li> </ol> </li> </ol>

	<p>2.2 If unsuccessful the NHS number is not used to populate the local record</p> <p>2.2.1 Consideration will be required as to how a failed check digit validation will be displayed to the end user</p>
Associated Use Case	<ul style="list-style-type: none"> <li>CPIS_LA01: Local Authority Upload</li> </ul>

## 6.13 Schema Validation

Req Id	Description	Type	Priority
CP-SC011	<p>The children's social care system should ensure that prior to any sending of CPP/ LAC information to the CP-IS service, the schema is validated to ensure the message is appropriately formed, and all appropriate fields have been populated appropriately.</p> <p>This will include;</p> <ul style="list-style-type: none"> <li>- NHS number</li> <li>- Source Organisation Name (Local Authority Name)</li> <li>- Source Organisation Code (ODS Code)</li> <li>- Source Organisation Telephone (Emergency Duty Team/ Out of Hours)</li> <li>- At least one Start Date included for 1 of the 3 CPP/ LAC status types (CPP, Unborn CPP or LAC)</li> <li>- Delete Date (which will be the expected Due Date) where CPP for an Unborn Baby details have been provided</li> </ul>	Send to CP-IS	SHOULD

Prior to any submissions to upload CPP/ LAC information to the CP-IS service, the children's social care system should validate the content of the files to reduce the likelihood of non validation of files being returned in a CP-IS Acknowledgement Response message.

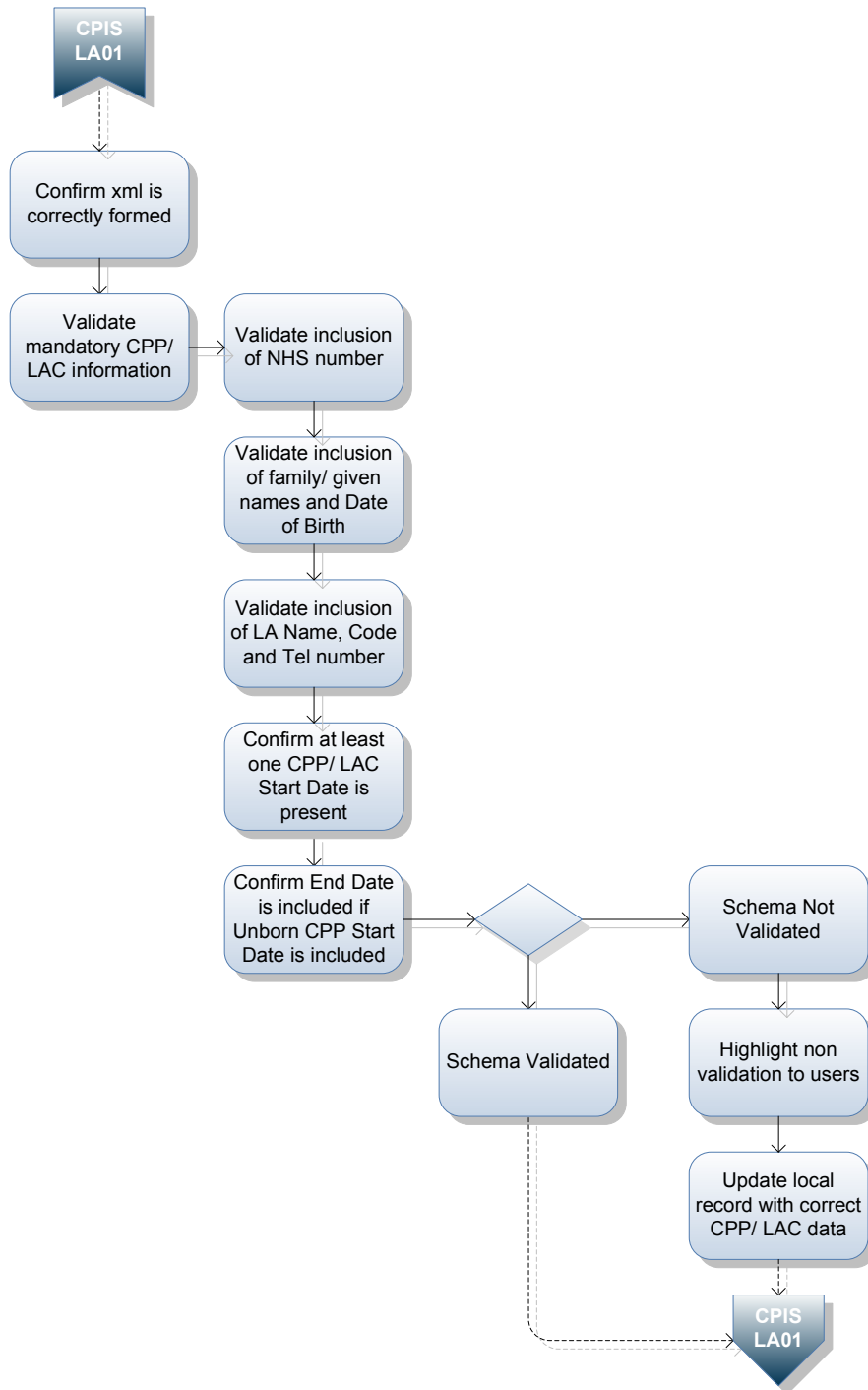
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## 6.14 Use Case LA03: Local Authority Schema Validation

Ref:	CP-IS_LA03
Name:	Local Authority Validate Schema
Description:	This use case outlines the validation of xml schema as part of the CP-IS Local Authority Upload message creation, prior to submission to the CP-IS service.
Outline Diagram:	

# CPIS\_LA03: Local Authority Schema Validation

## Children's Social Care System



Actors:	<ul style="list-style-type: none"> <li>Children's Social Care System</li> </ul>
Preconditions:	<ul style="list-style-type: none"> <li>Children's social care system has SFT client installed</li> <li>Schema validation development has been done by the children's social care system</li> </ul>
Post conditions:	<ul style="list-style-type: none"> <li>The children's social care system will provide validated messages to the CP-IS service, reducing the possibility of incorrectly submitted CP-IS messages to the CP-IS service and therefore reduce the possible number of errors returned to the children's social care system.</li> </ul>

Basic Flows:	<ol style="list-style-type: none"> <li>1. Children's social care system creates the CP-IS Local Authority Upload message following local entry of the CPP/ LAC information by the children's social care worker</li> <li>2. Children's social care system validates the xml file prior to submission to the SFT client. <ol style="list-style-type: none"> <li>2.1 If successful the file is ready for submission to the SFT client and to CP-IS</li> <li>2.2 If unsuccessful, consideration should be given to how the file is correctly updated to ensure that it can be successfully processed by the CP-IS service</li> </ol> </li> </ol>
Associated Use Case	<ul style="list-style-type: none"> <li>• CPIS_LA01: Local Authority Upload</li> </ul>

## 6.15 Multiple CPP/ LAC Status Information \

The CP-IS service will support multiple CPP/ LAC items being stored, updated and displayed to the NHS end user, for each child. It will therefore be possible for the CP-IS service to support the sharing of information about a child who is subject to having a child protection plan and Looked After Child status, with separate rules supporting each data item, e.g. a children's social care system providing a Start Date for a Child Protection Plan in addition to a Start Date for a Looked After Child status.

The End Dates provided have associated automated deletion rules, to remove information from the CP-IS service, which is explained in detail later in this document.

With CP-IS being able to support multiple CPP/ LAC information, even if one of the CPP/ LAC items is end dated (and ultimately deleted), where there is other 'active' CPP/ LAC information held, then it will still be possible to retrieve the 'active' CPP/ LAC information.

## 6.16 Local Authority Identifiers

Included within the CP-IS dataset, there is the option to include Local Authority identifiers (child identifier codes used locally) within the CP-IS Local Authority Upload message batch file. This is an optional field which can be used by those organisations that would find the retrieval of the information from CP-IS easier to manage locally than the use of NHS numbers, which will be used by CP-IS as the primary child identifier. These local authority identifiers will not be displayed to the healthcare workers when any CPP/ LAC information is retrieved from CP-IS and further to this, CP-IS will not verify the validity of any local identifiers provided.

## 6.17 Local Authority Telephone Numbers

The children's social care system must always provide details of the '*Emergency Duty Telephone number*', which is the telephone number that healthcare workers will retrieve from the CP-IS service, typically in out of hours settings, and use to contact the children's social services teams.

Included within the CP-IS dataset, however, there will be the option to provide '*Office Hours telephone numbers*' also. Both these telephone numbers will be available for retrieval and display to the NHS healthcare worker.

It will need to be determined locally which will be the primary telephone number for healthcare professionals to use in out of hours/ emergency circumstances, and where only one telephone number is used locally, then that telephone number must be included within CP-IS Local Authority Upload messages sent to CP-IS.

## 6.18 End Date and Delete Dates

Any CPP/ LAC information will be available to view 365 days after the End Date for CPP/ LAC information. After the 365 days, the CPP/ LAC information item will be automatically and logically deleted by CP-IS, as per the rules highlighted in the table below and therefore, no longer available to be retrieved either via the CP-IS NHS Query Response message, or displayed via SCRA.

Further to the above, following the 365 days after the End Date provided, no access event information will be captured once it has been deleted from the CP-IS service, although within the 365

day period, access event history will be captured and subsequently returned to the children's social care system.

The exceptions to the general rule above with regards to how CP-IS will behave around End Dated CPP/ LAC information include;

- The provision of Delete Dates which will immediately remove the associated CPP/ LAC information and therefore, remove the capability for CPP/ LAC information from being available for retrieval or displaying via SCRa. Further to this access events will no longer be captured.
- The provision of Unborn CPP End Dates (which will be the expected Due Date of the baby) which will remove the CPP information from CP-IS and make it unavailable for retrieval after End Date+28 days. As above, this will also mean that no access event will be captured either.

The inclusion of the Delete Date is primarily to be used for data quality purposes when CPP/ LAC information has been incorrectly submitted to the CP-IS service, and there is a subsequent need to delete this information from the CP-IS service record immediately.

In the circumstances where a child's record has been incorrectly uploaded to the CP-IS service, each CPP/ LAC item must receive an associated Delete Date where applicable. E.g. if the child has CPP *and* LAC information within CP-IS and both items require deleting, then an End Date will be required for both the CPP item and the LAC item.

On a child's 18<sup>th</sup> birthday the CPP/ LAC information will automatically be End Dated by CP-IS. However, the CPP/ LAC information will still be available for retrieval by NHS systems up to the child being 18 and 365 days old. During this time any access event information, will still be sent to the children's social care system.

The following table outlines the End Date and Delete Date behaviour undertaken by the CP-IS service based on the types of Dates received for each CPP/ LAC information item;

CPP/ LAC	Date Types Submitted	CP-IS Service Behaviour
Child Protection Plan	Start	- CPP information is retrievable from CP-IS until an End Date is received. - Access history stored and shared until End Date is received.
	Start + End	- CPP information is retrievable from CP-IS until the End Date +365 days. - CPP information is deleted from CP-IS after the End Date +365 days. - Access history is recorded and shared up to the End Date +365 days.
	Start + Delete	- CPP information is deleted from CP-IS on the Delete Date received. <i>(Immediate removal will be today's date or a historical date)</i> - Access history is recorded and shared until the Delete Date.
	Start + End + Delete	- CPP information is retrievable from CP-IS until End Date +365 days, <i>or</i> , the Delete Date received, whichever is the earlier date. - CPP information is deleted from CP-IS on the End Date +365 days, <i>or</i> , the Delete Date received, whichever is the earlier date. - Access history is recorded and shared until the End Date +365 days, <i>or</i> , the Delete Date received, whichever is the earlier date.
Unborn Child Protection Plan	Start	- Invalid request as there must always be an End Date included when Unborn CPP information is sent. <i>(the End Date will be the expected Due Date for the baby, held locally within the children's social care system)</i>
	Start + End	- Unborn CPP information is retrievable from CP-IS (on the mother's NHS number) until End Date +28 days. - Unborn CPP information is deleted from CP-IS (on the mother's NHS number) after End Date +28 days. - Access history is stored and shared until End Date +28days.
	Start + Delete	- Invalid request as there must always be an End Date included when

		Unborn CPP information is sent.
	Start + End + Delete	<ul style="list-style-type: none"> <li>- Unborn CPP information is retrievable from CP-IS (on the mother's NHS number) until End Date +28 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> <li>- Unborn CPP information is deleted from CP-IS (on the mother's NHS number) on the End Date +28 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> <li>- Access history is recorded and shared until the End Date +28 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> </ul>
Looked After Child	Start	<ul style="list-style-type: none"> <li>- LAC information is retrievable from CP-IS until an End Date is received.</li> <li>- Access history stored and shared until End Date is received.</li> </ul>
	Start + End	<ul style="list-style-type: none"> <li>- LAC information is retrievable from CP-IS until the End Date +365 days</li> <li>- LAC information is deleted from CP-IS after the End Date +365 days.</li> <li>- Access history is recorded and shared up to the End Date +365 days.</li> </ul>
	Start + Delete	<ul style="list-style-type: none"> <li>- LAC information is deleted from CP-IS on the Delete Date received.</li> <li>- Access history is recorded and shared until the Delete Date.</li> </ul>
	Start + End + Delete	<ul style="list-style-type: none"> <li>- LAC information is retrievable from CP-IS until End Date +365 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> <li>- LAC information is deleted from CP-IS on the End Date +365 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> <li>- Access history is recorded and shared until the End Date +365 days, <i>or</i>, the Delete Date received, whichever is the earlier date.</li> </ul>

Req Id	Description	Type	Priority
CP-SC018	<p>Where a child's case (or child record) is closed locally by the social care team, (and where an End Date for the CPP/ LAC information has not been uploaded to the CP-IS service), then the children's social care system must apply End Dates for each of the relevant CPP/ LAC items within that child's case (or child record).</p> <p>The End Date will be the date that a child's case (or child record) is closed.</p> <p>The application of the End Date to the record, will trigger the submission of a CP-IS Local Authority Upload message outlining all associated End Dates for that record.</p>	Send to CP-IS	MUST

Where a case/ record is closed locally within the children's social care system, there is the risk that CP-IS may not be updated, and therefore the approach to automatically provide End Dates when a child's record is closed locally will ensure that CP-IS accurately reflect what is recorded within local systems.

## 6.19 Unborn Child Protection Plans

Req Id	Description	Type	Priority
CP-SC012	<p>The children's social care system must ensure that when details of an Unborn CPP are sent, the following demographic information is used to populate the CP-IS Local Authority Upload message;</p> <ul style="list-style-type: none"> <li>- the Mother's NHS Number</li> <li>- the Mother's Given Name</li> <li>- the Mother's Family Name</li> <li>- the Mother's Date of Birth</li> </ul>	Send to CP-IS	MUST
CP-SC013	<p>The children's social care system must ensure that when details of an Unborn CPP is sent, the expected Due Date for the baby (held locally) is used to populate the Unborn CPP End Date.</p> <p>The End Date (expected due date of the baby) provided will be used to trigger the deletion of the information from the mother's NHS record at End Date+28days.</p> <p>As part of the wider process, the newborn baby's NHS number will be manually provided to the Children's Social Care team. This will need to be used to resubmit any CPP/ LAC information using the newborn baby's NHS number, instead of the mother's NHS number.</p>	Send to CP-IS	MUST

In addition to the CP-IS service supporting children's CPP/ LAC information, it will also be possible to support the sharing of Unborn Child Protection Plans too. Where children's social care teams create child protection plans for unborn babies, in order to send this information to the CP-IS service, the mother's NHS number and demographics will be required in order to support the sharing of the Unborn CPP information.

The CP-IS service will support the receipt, storage and display of the following circumstances involving maternity service scenarios;

- An adult woman is pregnant and there is an Unborn CPP for the expected baby
- A child is pregnant and there is an Unborn CPP for the expected baby
- A child is pregnant and there is a CPP for her, and an Unborn CPP for the expected baby
- A child has a LAC status, is pregnant and there is an Unborn CPP Plan for the expected baby

The children's social care system must provide details of the expected due date for the baby in order for CP-IS to hold this information. This due date (captured as an End Date for the Unborn Child Protection Plan information will be used as the trigger to remove the CPP information from the mother's record.

It will only be the following job role profiles which will be able to undertake a trace of the CP-IS service and subsequently retrieve and Unborn CPP information;

- 0640: Midwife Consultant
- 0650: Midwife Specialist Practitioner
- 0660: Midwife Manager
- 0670: Midwife – Sister/ Charge Nurse
- 0680: Midwife

As part of the wider maternity services process, once the baby has been born the maternity services, upon identification of CPP information for an unborn baby, will ensure that the new NHS number for

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the baby is provided to the relevant Local Authority. Upon receipt of the new NHS number which will typically be within 48hrs from birth, there will need to be a new submission to CP-IS using this new NHS number.

## 7 CP-IS Receiving Requirements

The receiving requirements to support the receipt of CPP/ LAC information from the CP-IS service include confirmation that the CPP/ LAC information was uploaded to the service, notification of who had accessed the service, and also when an existing NHS number within the CP-IS is no longer valid

Prior to implementation it will be a pre-requisite that the children's social care system and the associated Local Authority will have access to receive CPP/ LAC information via the intended CP-IS Secure File Transfer mechanism. Until access to this communication channel has been completed, then no receipt of CPP/ LAC information will be possible.

Req Id	Description	Type	Priority
CP-SC019	<p>The children's social care system must be able to manage the receipt of the following CP-IS messages and display the content of these messages to the end user.</p> <p>How the display of this information will be provided, will need to be locally defined and configured to the children's social care team's requirements.</p> <p>The CP-IS messages to the children's social care system will include;</p> <ul style="list-style-type: none"> <li>- CPIS Local Authority Acknowledgment Response (which includes file and record validation responses)</li> <li>- CPIS Access to Service Notification (which includes who, when, where the CP-IS service was queried)</li> <li>- CPIS Inactive NHS Number Notification (where available the new NHS Number will be provided).</li> </ul>	Receive from CP-IS	MUST

## 7.1 Acknowledgement Response

Req Id	Description	Type	Priority
CP-SC020	<p>On receipt of a CP-IS Local Authority Acknowledgement Response message, the children's social care system must determine the file and record validation responses of the CP-IS Local Authority Upload message.</p> <p>Where <i>all</i> records are successfully uploaded, consideration should be given to how the successful uploads are replayed to the end user, if this is required.</p> <p>Where records within the Upload message are not successfully uploaded, consideration should be given to how the unsuccessful uploads will be handled by the children's social care system and/ or end user. E.g. unverified NHS numbers and the associated reasons for that number not being uploaded to the CP-IS service, being displayed to the end user.</p>	Receive from CP-IS	MUST

On receipt of the child protection information update, an acknowledgement response must be made to the returning children's social care system that sent the child protection information.

This Acknowledgement Response will include;

- confirmation of the total number of successful uploads (NHS Numbers) to the CP-IS service, where all the validation criteria had matched
- confirmation of the total number of unsuccessful uploads (NHS Numbers) to the CP-IS, where all the validation criteria had matched
- details of the file that the Acknowledgement Response is associated to
- list of all the successful NHS numbers (and associated CPP/ LAC information) uploaded
- list of all the failed NHS numbers and associated validation responses to outline reasons for failure to upload

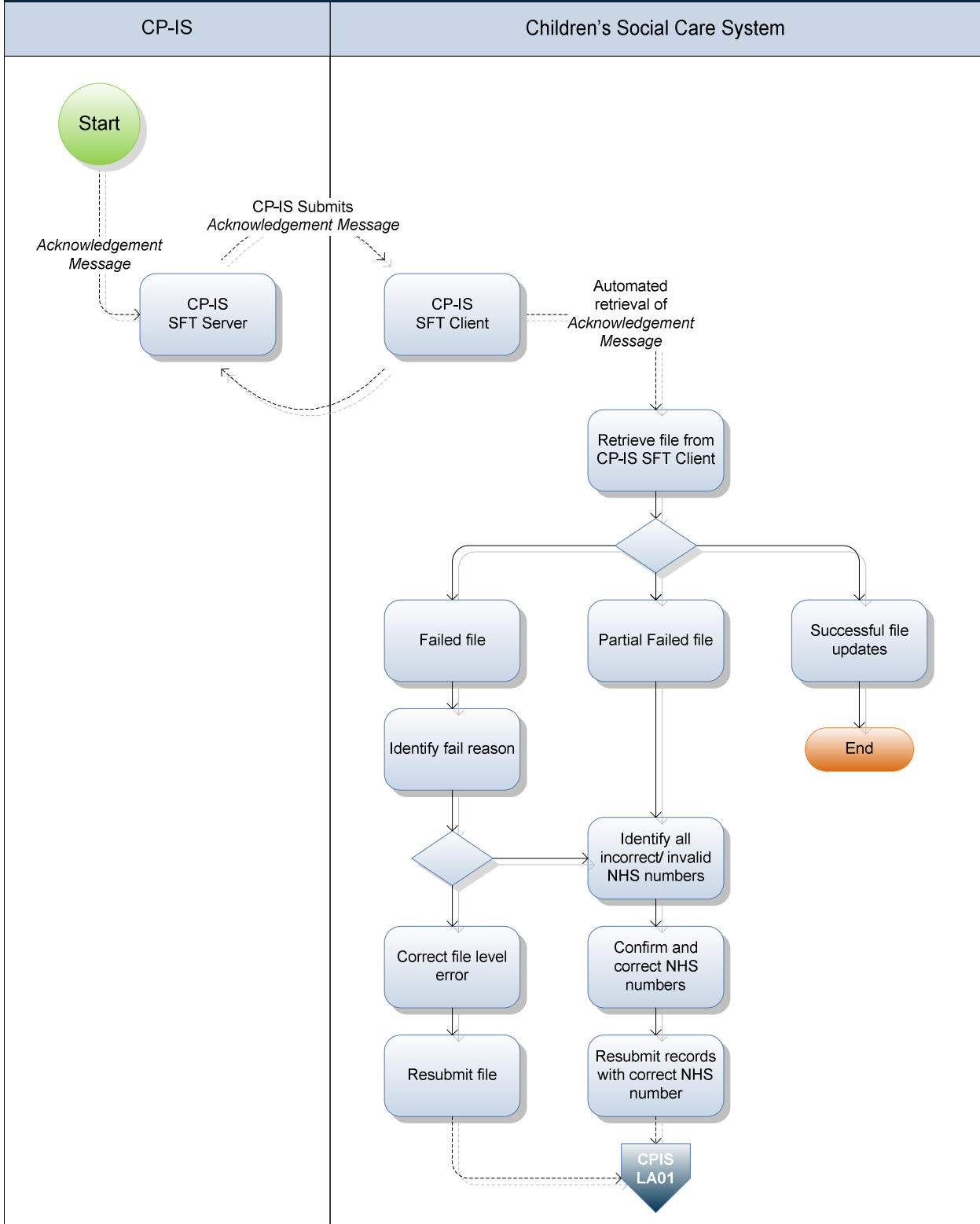
This Acknowledgement Response will be returned using the same sending mechanism as the originating information was initially provided, i.e. files via an SFT client/ server. The Acknowledgement Responses should be processed and made available to the originating organisation as soon as possible.

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## 7.2 Use Case LA04: Acknowledgement Response

Ref:	CPIS_LA04
Name:	Local Authority Acknowledgement Response
Description:	This use case outlines the children's social care system's handling of returned acknowledgements, following a previous submission of CPP/ LAC information to the CP-IS service.
Outline Diagram:	

# CPIS\_LA04: Local Authority Acknowledgement Response



Actors:	<ul style="list-style-type: none"> <li>Children's Social Care System</li> <li>Secure File Transfer</li> <li>CP-IS Service</li> </ul>
Pre-conditions:	<ul style="list-style-type: none"> <li>Children's social care system has SFT client installed</li> <li>A CP-IS Local Authority Upload message has previously been submitted</li> </ul>
Post-conditions:	The children's social care system will receive an acknowledgement to confirm which of the records submitted within a file had been successfully uploaded to the CP-IS

	service and which have not, requiring follow up work locally to remedy accordingly.
Steps:	<ol style="list-style-type: none"> <li>1. Children's social care system retrieves a CP-IS Acknowledgement Response message from the SFT client. <ol style="list-style-type: none"> <li>1.1 CP-IS Acknowledgement Response message to be available for retrieval from the SFT client &lt;13 hours from the initial CP-IS Local Authority Upload messaging being retrieved by the CP-IS service.</li> </ol> </li> <li>2. Children's social care system to determine the success or failure of the submitted CP-IS Local Authority Upload message, including the relevant records (NHS Numbers) contained within that message. <ol style="list-style-type: none"> <li>2.1 A Failed File, will require the resubmission of the entire file following analysis of the message failure, e.g. the NHS Spine PDS was unavailable at that time</li> <li>2.2 A Successful File, will indicate that all the NHS numbers contained within the message had been successfully uploaded to the CP-IS service and therefore all associated CPP/ LAC information will be available for retrieval by NHS systems.</li> <li>2.3 A Partial Failed File, will provide details that some of the NHS numbers contained within the message had been successfully uploaded to the CP-IS service and some had been unsuccessful. <ol style="list-style-type: none"> <li>2.3.1 Successful Records: Uploaded to CP-IS and the associated CPP/ LAC information will be available for retrieval by NHS systems. Details of the unsuccessful records will be provided.</li> <li>2.3.2 Failed Records: Not uploaded to CP-IS and the associated error to outline the reason for the failure, e.g. NHS number not verified</li> </ol> </li> <li>2.4 Where an NHS number has not been verified, manual intervention may be required to acquire the correct NHS number from the NHS healthcare worker involved with the child and children's social care team. <ol style="list-style-type: none"> <li>2.4.1 Where the correct NHS number is found, then a resubmission of that record will be required to ensure the CPP/ LAC information is stored within the CP-IS service.</li> <li>2.4.2 Where the correct NHS number cannot be found, then the CP-IS service cannot be updated with the CPP/LAC information</li> </ol> </li> </ol> </li> <li>3. Consideration should be given to develop the children's social care system in how the acknowledgement information is displayed to the end user within the Local Authority, with regards to successful updates to the CP-IS service or unsuccessful updates and the associated errors.</li> <li>4. The CP-IS Local Authority Upload message is retrieved by the CP-IS service within 24hours from the information being captured locally.</li> </ol>
Associated Use Cases	<ul style="list-style-type: none"> <li>• CPIS_LA01: Local Authority Upload</li> </ul>
Walkthrough:	<p>Following the submission of a CP-IS Local Authority Upload message to the CP-IS service, the children's social care system receives an acknowledgement response which will be available for retrieving within 24hours from when the initial upload message had been received by the CP-IS service.</p> <p>Within the CP-IS Acknowledgement Response message are details that from 4 records included within the upload message;</p> <ul style="list-style-type: none"> <li>• 3 have been successfully uploaded to CP-IS, and are therefore available for retrieval by NHS systems</li> <li>• 1 record did not have a verified NHS number, as outlined from the CP-IS upload response vocabulary within the message, and therefore this NHS number was not uploaded to the CP-IS service</li> </ul> <p><i>(It will need to be determined locally how the acknowledgement response will be processed locally. However, where an error has been identified, this will need to be rectified prior to any resubmission of a new upload)</i></p> <p>The NHS number for the child that has not uploaded correctly results in the social care worker re-confirming the NHS number with the NHS healthcare worker involved</p>

	<p>in the child's case.</p> <p>It is identified that the NHS number was recorded incorrectly, and the social care worker updates the NHS number accordingly within the local system.</p> <p>A new CP-IS Local Authority Upload message is sent to the CP-IS service.</p>
Additional Information:	<p>It is anticipated that the initial upload of all CPP/ LAC will return the greatest amount of responses (including any associated unsuccessful uploads), primarily due to the number records being uploaded in the initial upload.</p> <p>Based on the Department for Education's figures as at 31<sup>st</sup> March 2012, this equates to an average of the following per Local Authority;</p> <ul style="list-style-type: none"> <li>• Children subject to a Child Protection Plan = 282 (1271)</li> <li>• Children subject to being a Looked After Child = 391 (1665)</li> <li>• <i>The figures in brackets outline the highest number recorded for a Local Authority for the stated date</i></li> </ul> <p>Furthermore, it is also anticipated that following the initial upload of all CPP/ LAC records, the estimated volumes of uploads and therefore responses, per Local Authority, per week will be on average;</p> <ul style="list-style-type: none"> <li>• Children subject to Child Protection Plan = 5 (24)</li> <li>• Children subject to being a Looked After Child = 8 (32)</li> <li>• <i>The figures in brackets outline the highest number recorded for a Local Authority for the stated date</i></li> </ul>

### 7.3 Acknowledgement Response Message Description

Sent From	Child Protection – Information Sharing system (CP-IS)
Sent To	Children's Social Care System
Content	<p>The following validation responses will be outlined where applicable in response to the CP-IS Acknowledgement Response message attempting to upload a file containing the CPP/ LAC records;</p> <p><u>File Validation</u></p> <p>CPF01: File Level Error (file not formed correctly)</p> <p>CPF02: Successful File Upload (all records contained within, were successfully uploaded to CP-IS)</p> <p>CPF03: Partial File Upload (some records successfully uploaded to CP-S)</p> <p>CPF04: Unsuccessful File Upload (no records contained within, were successfully uploaded to CP-IS)</p> <p>CPF05: PDS Error – System error, spine was unavailable</p> <p>The following validation responses will be outlined where applicable in response to the CP-IS Acknowledgement Response message attempting to upload the record;</p> <p><u>Record Validation</u></p> <p>CPR01: PDS Error – No match found for NHS number</p> <p>CPR02: PDS Error – NHS Number matched, but Sensitive Record</p> <p>CPR03: PDS Error – NHS Number not verified</p> <p>CPR04: PDS Error – NHS Number Format Incorrect</p> <p>CPR05: PDS Error – NHS Number Verified, but Superseded</p> <p>CPR06: Successful Record Upload</p>
Frequency	<p>To be returned to the children's social care system in response to a previously submitted CP-IS Local Authority Upload message.</p> <p>This will be made available for the children's social care system to retrieve via the SFT client within 24hrs of the content of the CP-IS Local Authority Upload message being processed.</p>

Behaviour	To outline the File Validation and Record Validation outcome of the records within the CP-IS Local Authority Upload message
Expected Response	To update the local children's social care system with confirmation of the success, or display any record upload errors to the end user.

## 7.4 NHS Number Cross Check

As part of the Record Validation, the NHS number verification process will be undertaken, using the submitted NHS number within the CP-IS Local Authority Upload message, and verify the NHS number against the PDS.

The mandatory criteria for the NHS Cross Check are:

- NHS Number (only new style NHS number should be supported)
- Full Date of Birth (YYYYMMDD)

The NHS Number is considered to be verified if:

- The Date of Birth in the request exactly matches the current Date of Birth in the Service User Profile (to YYYYMMDD resolution).

If that check fails, the NHS Number is considered to be verified if:

The following data in the request matches the current data in the Service User Profile:

- Two out of three parts of Date of Birth (a single 'part' being YYYY, MM or DD)
- First three characters of the Surname
- Initial of the Forename

Name parameters are matched against all current names for a patient.

If 3 characters are not available for the Surname, or Forename is not supplied, this is not treated as an error condition. In this case the NHS Number is considered to be NOT verified.

## 7.5 Acknowledgement Response Message Performance

Acknowledgement Response message				
Step	Description	Responsibility	Performance	Scenario (Max time period)
8	Create CP-IS Acknowledgement Response message	CP-IS	< 60mins from CP-IS Local Authority Upload message being processed	Process message by 22:30 on 02/03/2013
9	Submit to SFT Server			
10	Send to SFT Client			
11	Retrieve from SFT Client	Children's social care system	Locally determined how and when this will be processed. However, consideration for resubmission of Upload message should be given if an Acknowledgement is not received within the expected timescales	
12	Process CP-IS Acknowledgement Response message			

## 7.6 Access to Service Notification

Req Id	Description	Type	Priority
CP-SC021	On receipt of a CP-IS Access to Service Notification message, the children's social care system should be locally configured to determine how this information will be displayed to the end user. This will include the following information; - the name of the NHS healthcare worker (in a readable format)	Receive from CP-IS	SHOULD

	<p>who accessed the CP-IS service</p> <ul style="list-style-type: none"> <li>- the name of the NHS organisation (in a readable format) where the access to the CP-IS service took place</li> <li>- the date and time of when the CP-IS service was accessed</li> </ul> <p>Access to Service Notification messages will be provided daily to the children's social care system, including all access event history for all the associated children to that Local Authority, specifically including where there has been no access to the service for that day.</p> <p>On receipt of a CP-IS Access to Service Notification message, consideration should be given to how this information will be displayed to the end user, including any alerting functionality.</p> <p>Further to this, consideration should also be given to how the receipt of the access history will be managed in the following scenarios;</p> <ol style="list-style-type: none"> <li>1. where 'no access' event history is received, and whether this daily information should be displayed to the end user</li> <li>2. when an End Date is; <ul style="list-style-type: none"> <li>- received as part of a typical Start/ End Dating of CPP/ LAC information</li> <li>- automatically created by the CP-IS service on the child's 18th birthday</li> <li>- automatically provided by the children's social care system, upon closure of a case/ record locally</li> </ul> </li> </ol> <p>Following the capture of an End Date for a CPP/ LAC information item (however this is done), the CPP/ LAC item will still be retrievable by the NHS healthcare worker up to the End Date +365 days.</p> <p>Any access to CP-IS service during this 365 day period, will result in the creation of a CP-IS Access to Service Notification message back to the children's social care team.</p>		
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Whenever access to the CP-IS service has been undertaken, the following information will need to be processed and returned back to the Local Authority/s that originally submitted the CPP/ LAC information;

- Which child's record within the CP-IS service was accessed
- Which NHS healthcare worker accessed the child's record (in human readable format)
- When the CP-IS service was accessed
- Where the CP-IS service was accessed from (in human readable format)

To clarify, 'Access to the Service' will specifically occur, when the following takes place;

- When the Child Care Alert tab within SCRa had been accessed;
  - an NHS user opens Summary Care Record application
  - a demographic trace occurs
  - the NHS user has the relevant activity code assigned to their smartcard
  - the Child Care Alert tab is visible to the NHS user (indicating CPP/ LAC is available)
  - upon clicking the Child Care Alert tab (Start and End Date information will be displayed, including details of the Local Authority), and this 'click' will trigger to capture the access history by CP-IS
- When an NHS Query Response message has been returned to the NHS User;
  - a trace against CP-IS occurs
  - CPP/ LAC information is successfully found in CP-IS
  - the access event will be time stamped at the point where CPP/ LAC information is successfully found by CP-IS

- an NHS Query Response is returned to the NHS system including the CPP/ LAC info
- If CPP/ LAC information is not found, *no access event history* will be recorded

The sending of the access notifications back to the relevant children's social care system will be undertaken in the same way as any Acknowledgement Response messages, with submissions to the children's social care system via the SFT mechanism.

Although access events will be captured and recorded, as outlined above, all of the events (including where no access events took place) will be collated and sent on a 24hr daily basis.

The CP-IS service will be required to return any access to the service activity information about who accessed each record within 24hours.

To prevent access notifications being repeatedly created in the circumstances where an individual NHS healthcare worker continually accesses the CP-IS service, there will be a restriction placed by CP-IS in relation to the access information being recorded to the following;

- 1 NHS healthcare worker per organisation per 24hr period.

This will mean that if the NHS healthcare worker repeatedly accesses the CP-IS record, only the first encounter within the 24hr period will be displayed in;

- The Child Care Alert tab within SCRa (NHS systems)
- The CP-IS NHS Query Response message (NHS systems)
- The CP-IS Access Notification message (Children's social care system)

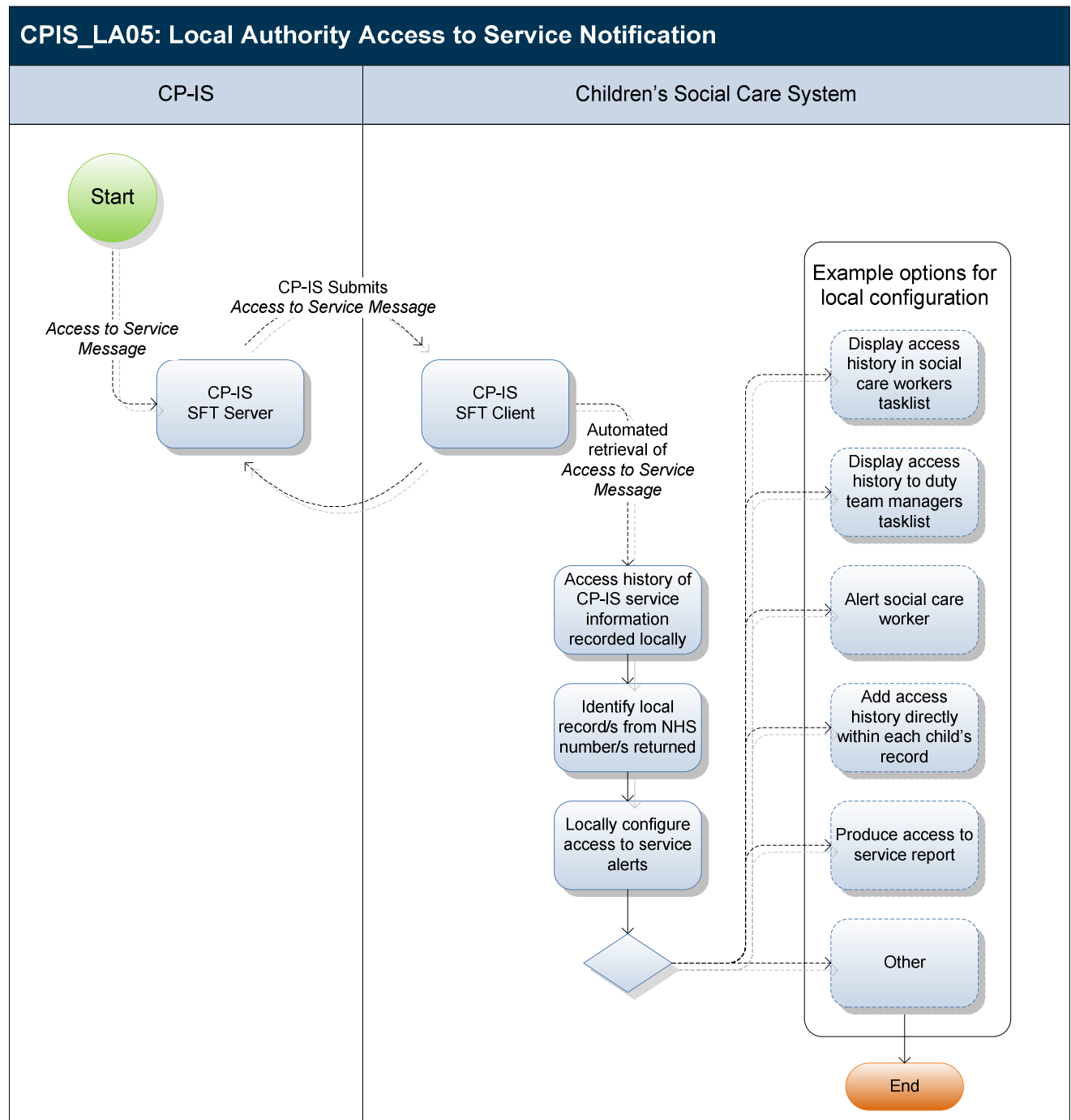
The table below provides an example of the access event history and how this will be captured within CP-IS and ultimately provided within the Access to Service Notification message and Query Response messages.

1	Ms Smith	Hospital A	08:01	03/02/2014	<b>Yes</b>	1 <sup>st</sup> Message (3 events captured)	
2	Ms Smith	Hospital A	08:04	03/02/2014	No		
3	Dr Jones	Hospital A	08:36	03/02/2013	<b>Yes</b>		
4	Ms Smith	Hospital A	16:27	03/02/2013	No		
5	Mr Taylor	Hospital B	18:48	03/02/2013	<b>Yes</b>		
6	Ms Smith	Hospital A	09:16	04/02/2013	<b>Yes</b>	2 <sup>nd</sup> Message (2 events captured)	
7	Mr Cross	Hospital B	13:03	04/02/2013	<b>Yes</b>		
8	Mr Taylor	Hospital B	15:26	04/02/2013	No		

## 7.7 Use Case LA05: Access to Service Notification

Ref:	CP-IS LA05
Name:	Local Authority Access to Service Notification
Description:	This use case outlines how the children's social care system is notified when an NHS health worker (and associated NHS site) has accessed the CPP/ LAC information held within the CP-IS service.

Outline Diagram:



Actors:	<ul style="list-style-type: none"> <li>Children's Social Care System</li> <li>Secure File Transfer</li> </ul>
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- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>• CP-IS Service</li></ul> |
|--|---|

Preconditions:	<ul style="list-style-type: none"> <li>• Children’s social care system has SFT client installed</li> <li>• A successful trace of CP-IS undertaken resulting from a CP-IS NHS Query message being received by CP-IS</li> <li>• The Child Care Alert tab within SCRa is accessed</li> <li>• Subsequent access event information is processed and stored within CP-IS, including the name of the NHS worker, NHS organisation and when the access event occurred</li> </ul>
Post conditions:	<ul style="list-style-type: none"> <li>• The children’s social care system will be provided with the access event information</li> </ul>
Basic Flows:	<ol style="list-style-type: none"> <li>1. Children’s social care system retrieves a CP-IS Access to Service Notification message from the SFT client. <ol style="list-style-type: none"> <li>1.1 The CP-IS Access to Service Notification message will be available for retrieval from the SFT client every 24hours</li> </ol> </li> <li>2. Within the CP-IS Access to Service Notification message, the following information will be included; <ol style="list-style-type: none"> <li>2.1 Confirmation of the number of records accessed</li> <li>2.2 Where no access event information is found, the children’s social care system may want to consider how this is displayed to the end user, e.g. no updates to the end user are displayed</li> <li>2.3 Where access event information for an NHS number is found, the following details will also be included; <ol style="list-style-type: none"> <li>2.3.1 The child (NHS number)</li> <li>2.3.2 The NHS healthcare worker which accessed the CP-IS service record</li> <li>2.3.3 The NHS organisation which accessed the CP-IS service record</li> <li>2.3.4 The date and time when the CP-IS service was accessed</li> </ol> </li> </ol> </li> <li>3. Consideration should be given to the development of the children’s social care system in how the access event information is displayed to the end user within the Local Authority, with regards to how this information will be used by the users.</li> </ol>
Associated Use Cases	<ul style="list-style-type: none"> <li>• N/a</li> </ul>
Walkthrough:	<p>A social care worker reviews their work list of all associated cases they’re responsible for locally.</p> <p>The social care worker has displayed to them, details of access event history for one of the children they are responsible for.</p> <p>Upon reviewing the details, the social care worker determines that the child attended an Emergency Department in the early hours of the morning, outside of the immediate region.</p> <p>Following the identification of the access event the social care worker contacts the family to follow up on the clinical intervention to ensure that the child is safe.</p>
Additional Information:	<p>It should be noted that how each children’s social care handles the receipt and display of the access event information will vary across each Local Authority. Within the Outline Diagram above, only <i>possible examples</i> of how this information could be displayed are outlined.</p> <p>There are no limitations placed on the children’s social care system as to how the access event information is displayed to the end user.</p>

## 7.8 Access to Service Notification Message Description

Sent From	Child Protection – Information Sharing system (CP-IS)
Sent To	Children’s Social Care System
Content	Will outline the following information in relation to the accessing of the CPP/ LAC information held within the CP-IS service; <ul style="list-style-type: none"> <li>• NHS Healthcare worker (in a human readable form)</li> <li>• NHS Organisation (in a human readable form)</li> <li>• Date and Time of Access to the CP-IS service</li> </ul>
Frequency	This will be made available for the children’s social care system to retrieve via the SFT client within 24hrs of the CP-IS NHS Query Response message being sent to the NHS system.
Behaviour	To be returned to the children’s social care system following the sending of a CP-IS NHS Query Response message from CP-IS to the NHS system
Expected Response	To update the children’s social care system with confirmation of the access to the CP-IS service events

## 7.9 Access to Service Notification Message Performance

<b>IS Access to Service Notification message</b>				
Step	Description	Responsibility	Performance	Scenario (Max time period)
13	Create <i>CP-IS Access to Service Notification message</i>	CP-IS	< 24hrs of a successful CP-IS NHS Query Response trace outlining a positive response, being created.	<i>CP-IS Query Response message received at 12:30 on 02/03/2013</i>
14	Submit to SFT Server			
15	Send to SFT Client			
16	Retrieve from SFT Client	Children’s social care system	Locally determined how and when this will be processed.	<i>Process CP-IS Access message (12:30 on 03/03/2013)</i>
17	Process <i>CP-IS Access to Service Notification message</i>			

## 7.10 Inactive NHS Number

Req Id	Description	Type	Priority
CP-SC022	<p>On receipt of a CP-IS Inactive NHS Number message, the children's social care system must be able to inform the end user that the NHS number previously used to submit CPP/ LAC information to the CP-IS service is no longer a valid NHS number.</p> <p>The children's social care system must also inform the end user of the new NHS number, where this has been included within the Inactive NHS number message.</p> <p>Where Inactive NHS number information is received, consideration should be given to how this information is displayed to the end user.</p>	Receive from CP-IS	MUST
CP-SC023	<p>On receipt of a CP-IS Inactive NHS Number message that includes details of the new NHS number, the children's social care system may want to automatically update the NHS number within the local system.</p>	Receive from CP-IS	MAY
CP-SC024	<p>On receipt of a CP-IS Inactive NHS Number message that includes details of the new NHS number, the children's social care system may want to automatically create and resubmit a new CP-IS Local Authority Upload message using the new NHS number.</p>	Receive from CP-IS	MAY

In order to support circumstances where inactive records are identified, it will be the responsibility of the CP-IS service to inform the Local Authority of when these events occur.

This approach will involve the cross check of CP-IS held NHS numbers with PDS held NHS numbers on a weekly basis, to ensure that there are no inactive NHS numbers held within CP-IS.

Any NHS numbers found as a result of this cross check will be returned to the Local Authority that had submitted the NHS number.

The sending of this Inactive NHS number file will only be undertaken the once per NHS number, with the child protection information held against the inactive NHS number being deleted.

This approach will use the same SFT mechanism as the CP-IS Upload and Acknowledgement/ Error Response files to communicate this back to the Local Authority.

The returned files from CP-IS will include details of;

- he inactive NHS number
- he new NHS number where possible;
  - *f the NHS number has been superseded, then the new NHS number should be available and returned*
  - *f the NHS number has been made invalid, then there will be no new NHS number available to return*

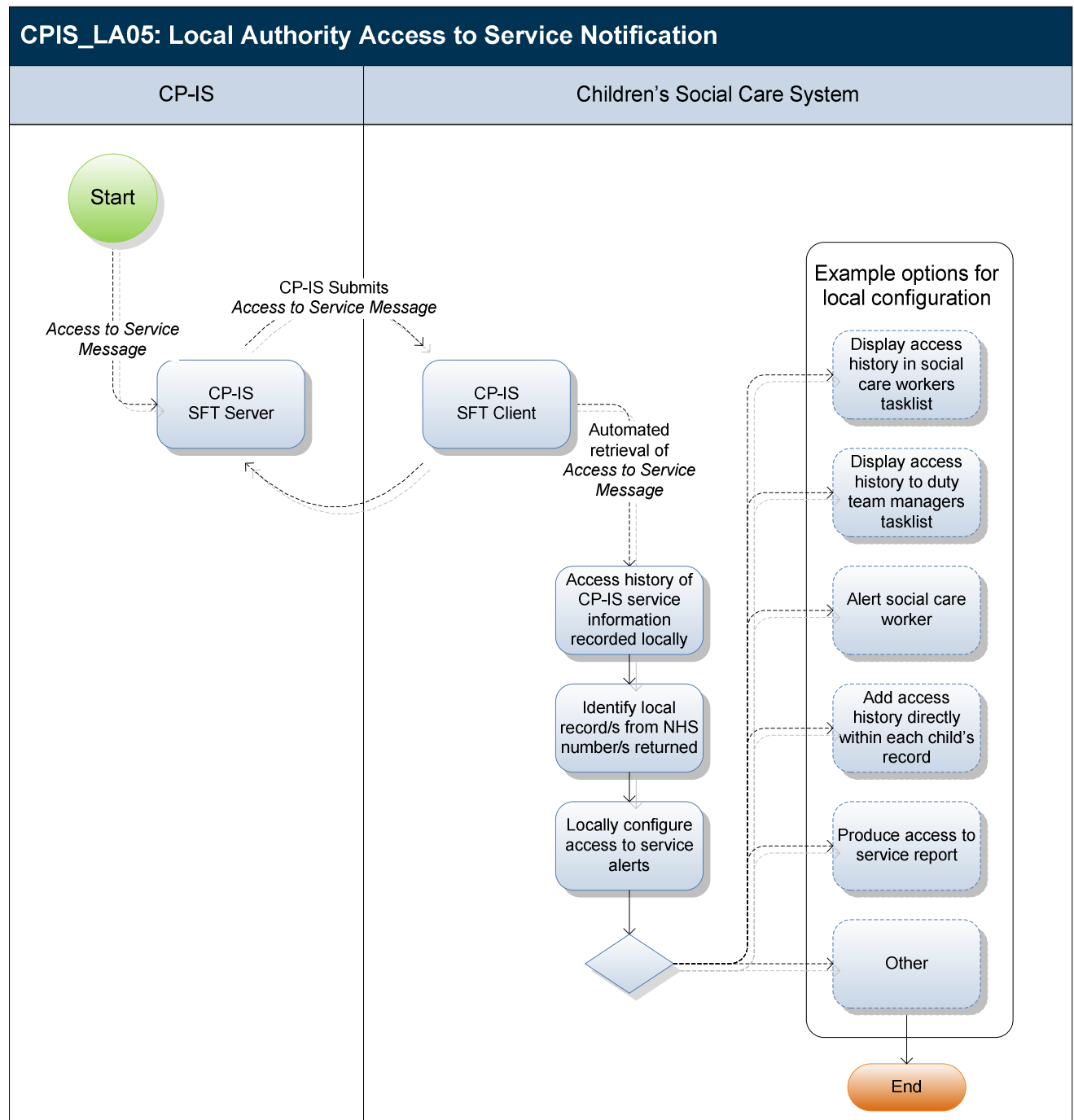
Where a new NHS number has been provided, this should be used by the Local Authority in the resubmitting of any CP information.

Where no new NHS number is provided, then the new NHS number will need to be confirmed with local health partners

## 7.11 Use Case LA06: Local Authority Inactive NHS Number

Ref:	CP-IS_LA06
Name:	Local Authority Inactive NHS Number
Description:	This use case outlines how the children's social care system is notified when an NHS number stored within the CP-IS service has become inactive, and therefore any future retrieval of the CP-IS service will not retrieve any CPP/ LAC information.

Outline Diagram:



Actors:	<ul style="list-style-type: none"> <li>Children's Social Care System</li> <li>Secure File Transfer</li> <li>CP-IS Service</li> </ul>
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Preconditions:	<ul style="list-style-type: none"> <li>• Children's social care system has SFT client installed</li> <li>• An NHS number is found to be inactive and therefore no longer a valid NHS number</li> <li>• There is CPP/ LAC information held within the CP-IS service against the inactive NHS number</li> </ul>
Post conditions:	<ul style="list-style-type: none"> <li>• The children's social care system will be provided with details of the NHS number that is no longer valid</li> <li>• The children's social care system may also be provided with details of the new, valid NHS number</li> <li>• The children's social care system sends a new CP-IS Local Authority Upload message using the new NHS number</li> </ul>
Basic Flows:	<ol style="list-style-type: none"> <li>1. Children's social care system retrieves a CP-IS Inactive NHS Number message from the SFT client. <ol style="list-style-type: none"> <li>1.1 The CP-IS Inactive NHS Number message will be available for retrieval from the SFT client within 24hours of the identification of the inactive NHS number</li> </ol> </li> <li>2. Within the CP-IS Inactive NHS number, the following information will be included; <ol style="list-style-type: none"> <li>2.1 The inactive NHS number (previously used by the CP-IS service) where CPP/ LAC information has been provided</li> <li>2.2 The new NHS number which has replaced the inactive NHS number, where possible.</li> </ol> </li> <li>3. The CP-IS service should only send the Inactive NHS number status for those NHS numbers held within a CP-IS record</li> <li>4. Children's social care system should identify the local record that has been impacted as a result of the NHS number inactive status</li> <li>5. Children's social care system must inform the end user of the inactive status of a previously used NHS number <ol style="list-style-type: none"> <li>5.1 Children's social care system can automatically update the invalid NHS number within the local system, with the new NHS number (where this has been provided)</li> <li>5.2 Children's social care system can automatically create and send a new CP-IS Local Authority Upload message using the new NHS number.</li> <li>5.3 Consideration to any development to automatically update an inactive NHS number should be given, as to how the end user will be informed about this activity locally.</li> </ol> </li> <li>6. Children's social care system should inform the end user that the new NHS number should be used to update the CP-IS service.</li> <li>7. Where there is no new NHS number provided within the CP-IS Inactive NHS Number message, the children's social care worker will need to manually acquire (from NHS healthcare worker partners) the new NHS number. Once the new NHS number has been obtained; <ol style="list-style-type: none"> <li>7.1 Update the local record with the new NHS number</li> <li>7.2 Resubmit the CP-IS Local Authority Upload message</li> </ol> </li> </ol>
Associated Use Cases	<ul style="list-style-type: none"> <li>• CPIS_LA01: Local Authority Upload</li> </ul>
Walkthrough:	<p>A social care worker reviews their work list of all associated cases they're responsible for locally.</p> <p>The social care worker has displayed to them, details of local record where an NHS number associated to a record is no longer valid.</p> <p>There is no new NHS number provided by the inbound message.</p> <p>The social care worker contacts their local NHS healthcare worker and after providing the relevant details, has confirmed details of the new NHS number.</p> <p>The social care worker uses the new NHS number and replaces the previous NHS number within the local record.</p> <p>A new CP-IS Local Authority Upload message is created and updates the CP-IS service.</p>
Additional	Where an Inactive NHS number is identified, and where there is information held within the

Information:	<p>CP-IS service using the inactive NHS number;</p> <ul style="list-style-type: none"> <li>NHS users will not be able to retrieve any CPP/ LAC information for that child, as the demographic trace will only retrieve the new NHS number, and therefore a trace against CP-IS will return no information (until any update of the new NHS number has been undertaken by the children's social care system)</li> <li>The social care system will not be aware of an inactive NHS number status without this notification and may incorrectly presume that CPP/ LAC information is still retrievable by NHS users</li> </ul> <p>Until a new NHS number (with the associated CPP/ LAC information for a child) is updated by the children's social care system, then no successful updates to the CP-IS service for a child can be undertaken.</p> <p>If an inactive NHS number was used in the attempt to update the CP-IS service, then the associated CP-IS Acknowledgement Response would return an error against the NHS number outlining that the supplied NHS number although verified had been superseded.</p>
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## 7.12 Inactive NHS Number Message Description

Sent From	Child Protection – Information Sharing system (CP-IS)
Sent To	Children's Social Care System
Content	<ul style="list-style-type: none"> <li>Details of the Inactive NHS number</li> <li>Where possible details of the replacing NHS number</li> </ul>
Frequency	This will be made available for the children's social care system to retrieve via the SFT client within 24hrs of the NHS number being identified by the CP-IS service as being an inactive NHS number.
Behaviour	<p>Will include the NHS number which is held on CP-IS which is no longer valid, and therefore has become inactive.</p> <p>This will indicate to the children's social care system that any previously held CPP/ LAC information using said NHS number will no longer be retrievable by NHS systems. Furthermore, no more updates by the children's social care system will be possible as upon submission, the verification process will outline that the NHS number has been superseded.</p>
Expected Response	To update the children's social care system with details of the inactive NHS number found.

## 7.13 Inactive NHS Number Message Performance

<b>Inactive NHS Number</b>				
Step	Description	Responsibility	Performance	Scenario (Max time period)
18	Create <i>CP-IS Inactive NHS Number message</i>	CP-IS	< 12hrs of CP-IS NHS number being inactive on PDS	<i>Process CP-IS Access message (00:30 on 03/03/2013)</i>
19	Submit to SFT Server			
20	Send to SFT Client			
21	Retrieve from SFT Client	Children's social care system	Locally determined how and when this will be processed	
22	Process <i>CP-IS Inactive NHS Number message</i>			

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## 8 Service Management

To support Local Authorities and NHS unscheduled care systems it is expected that the existing Helpdesk arrangements to support access to spine services e.g. PDS or SCRa that the existing arrangements to communicate service outage would be applicable.

Where access to the CP-IS service is unavailable for Local Authorities, then local users should initially contact their local service desks and subsequently their system supplier's to investigate further in the event where it may be identified that;

- Upload messages are not being submitted
- Acknowledgment Response messages are not being received
- Access to Service Notification messages are not being received

Where further resolution is required, the National NHS Service Desk should then be contacted to provide additional support in trying to resolve the service failures.

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## 9 Appendix

### 9.1 CP-IS Requirements Matrix & Supporting Information



CPIS Requirements  
Matrix & Supporting I

### 9.2 CP-IS Domain Message Specification

<https://www.uktcregistration.nss.cfh.nhs.uk/trud3/user/guest/group/41/pack/22/subpack/96/releases>

### 9.3 CP-IS SFT Installation Guide

*(Unavailable at the time of writing)*

### 9.4 CP-IS MACS Process

*(Unavailable at the time of writing)*

### 9.5 CP-IS Information Governance



CP-IS Information  
Governance Baseline